

Missouri Public Service Commission

**UTILICORP UNITED, INC.
d/b/a MISSOURI PUBLIC SERVICE**

EO-97-144 AND EC-97-362

SCHEDULES 1 THROUGH 5

ACCOMPANYING

DIRECT TESTIMONY

OF

JAMES R. DITTMER

**JEFFERSON CITY, MISSOURI
MARCH 1997**

****Denotes Highly Confidential Information****

**** Denotes Proprietary Information****

FILED
MAR 23 1997
PUBLIC SERVICE COMMISSION

NP

KCPL/UTILICORP MERGER
DATA INFORMATION REQUEST
CASE NO. EM-96-248

No. 831

Requested From: Chris Giles & John McKinney
Date Requested: September 12, 1996
Information Requested:

Please confirm that the following Responsibility Cost Center ("RC's") numbers/alphas constitute the total RC's that have been eliminated, (or if not actually eliminated, their use effectively curtailed beginning in 1996) at the MPS division as a result of centralizing services vis-a-vis the establishment of Enterprise Support Functions:

AAT, AAU, ABL, BBV, BBW, 206, 208, 209, 259, 003, 004, 005, 011, 013, 015, 052,
053, 054, 055, 131, 134, 205, 252, 265, 276, 282, 285

If the above list does not constitute the totality of RC's eliminated (curtailed), please list the additional RC's that have, in fact, been eliminated as a result of the centralization process.

Requested By: Jim Dittmer

Information Provided: _____

The attached information provided to the Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission Staff if, during the pendency of Case No. EM-96-248 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information.

If these data are voluminous, please (1) identify the relevant documents and their locations (2) make arrangements with requestor to have documents available for inspection in the KCPL/UTILICORP MERGER office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title, number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies of data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control within your knowledge. The pronoun "you" or "your" refers to KCPL/UTILICORP MERGER and its employees, contractors, agents or others employed by or acting in its behalf.

Signed By: _____

Date Response Received: _____

Prepared By: _____

KCPL/UTILICORP MERGER
DATA INFORMATION REQUEST
CASE NO. EM-96-248

No. 832

Requested From: Chris Giles & John McKinney
Date Requested: September 12, 1996
Information Requested:

Please provide costs for the following RC's for 1995 broken down into the components wages/salaries, employee benefits and all other. Provide for accounts 401, 402 and "other" expenses for each RC:

AAT, AAU, ABL, BBV, BBW, 206, 208, 209, 259, 603, 004, 005, 011, 013, 015, 052, 053, 054, 055, 131, 134, 205, 252, 265, 276, 282, 285

If the above list does not constitute the totality of RC's eliminated (curtailed) at MPS as a result of the centralization process, also provide the above requested information for all other MPS RC's that have been eliminated as a result of the centralization process.

Requested By: Jim Dittmer

Information Provided: _____

The attached information provided to the Missouri Public Service Commission Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission Staff if, during the pendency of Case No. EM-96-248 before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information.

If these data are voluminous, please (1) identify the relevant documents and their locations (2) make arrangements with requestor to have documents available for inspection in the KCPL/UTILICORP MERGER office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title, number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies of data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control within your knowledge. The pronoun "you" or "your" refers to KCPL/UTILICORP MERGER and its employees, contractors, agents or others employed by or acting in its behalf.

Signed By: _____

Date Response Received: _____

Prepared By: _____

Adjustment to Normalize UCU Corporate Overhead/ESF Costs
File Name: ESFADJ.WK4

Line No.	Account No.	Account Description	1995 Total MPS (a)	Percent To Electric (b)	MPS Electric Total 1995 Per Books (c)	Normalized 1996 ESF Allocated to MPS (Schedule 3 Page 5 Column J) (d)	Percent To Electric (e)	Add 1996 Normal ESF costs Allocated to MPS Electric (f)	Net MPS Wage & Benefits ESF Adjustment (g)	Net MPS Non-wage & Non-Benefit 1995 Corp Ovhd Costs Eliminated (Note A) (h)	Net MPS Total Electric Adjustment (i)	Electric Juris. Alloc. Factors (j)	Net MPS Electric Juris. Adjust. (k)
1	920.60	A&G Salaries	2,664,335	87.49%	2,331,027	5,560,154	87.49%	4,864,579	2,533,552		2,533,552	98.38%	2,492,508
2	921.60	Office Supplies	591,347	84.85%	501,758	7,528,006	84.85%	6,387,513					
3	923.60	Outside Svcs	2,697,629	85.59%	2,308,901	3,263,326	85.59%	2,793,081		(770,594)	(770,594)	90.24%	(695,384)
4	924.60	Property Ins.	10,376	89.97%	9,335		89.97%	0					
5	925.60	Inj. & Damages	26,727	80.52%	21,521		80.52%	0					
6	926.60	Empl. Ben.	636,020	85.89%	546,278	2,505,997	85.89%	2,152,401	1,606,124		1,606,124	98.38%	1,580,104
7	930.60	Misc. Gen'l	1,756,770	87.53%	1,537,701	278,865	87.53%	244,090					
8	931.60	A&G Rents	257,054	81.95%	210,656	1,360,257	81.95%	1,114,731					
9	935.60	Maint. Exp.	41,922	91.77%	38,472	713,541	91.77%	654,816					
10	403.60	Depre.	118,743	89.97%	106,833	830,136	89.97%	746,874					
11	404.02	Lease Imp't	198,947	89.97%	178,993		89.97%	0					
12	408.50	Taxes Other	304,225	87.49%	266,166		87.49%	0		(195,556)	(195,556)	98.38%	(192,388)
13	426.00	Charitable Contri.				33,225	0.00%	0					
14	Totals		<u>9,304,095</u>		<u>8,057,639</u>	<u>22,073,508</u>		<u>18,958,085</u>	<u>4,139,675</u>	<u>(966,150)</u>	<u>3,173,526</u>		<u>3,184,841</u>

15 Note A: 1995 Non-Wage and Non-enefits Corporate Overhead Costs
16 Allocated to MPS that Also Need to be Eliminated

Account	Description	Total UCU 1995	Percent to MPS	Eliminate Total MPS	Percent To Electric	Eliminate MPS Electric
19	408.11 FICA - Employer - Retir	740,735				
20	408.12 FICA - Employer - Med	261,138				
21	408.00 Total PR Tax included i '96 PR loading	1,001,873	22.31%	(223,518)	87.49%	(195,556)
22	923.50 Outside Svcs - Public Affairs	2,648,326				
23	923.81 Outside Svcs - Personnel Recruitment - Per Bks	1,366,350				
24	923.82 Outside Svcs - Placement Fees - Per Bks	520,877				
25	Less: ongoing recruiting fee level	(500,000)				
26	923.60 Total Outside Svcs Eliminated	4,035,553	22.31%	<u>(\$900,332)</u>	85.59%	<u>(\$770,594)</u>

Source
MPSC 522
From
EM-96-248

Total All Enterprise Support Service

Line No.	FERC Acc't No.	Acc't Descrip.	Executive (a)	Trade Control (b)	CEO (c)	Operations (d)	Corporate Develop. (e)	Corporate Tech. (f)	Idea Realization (g)	Public Affairs (h)	Find. Mg't & Acct'g. (i)	Finance (j)
1	92000	Wages	662,137	136,039	265,000	509,981	980,942	537,320	326,800	192,907	7,426,851	977,777
2	92600	Benefits	458,441	239,975	205,039	330,832	957,953	398,361	382,225	83,048	3,406,980	415,140
3	92100	Empl. Exp	213,954	35,944	34,974	164,218	411,645	183,447	27,894	18,654	176,241	155,379
4	92100	Training	75	0	0	29,368	8,005	5,776	2,790	2,045	50,040	9,729
5	92100	Prof. Svcs	6,925	0	839	14,612	26,828	30,821	343	1,468,808	75,054	26,084
6	92300	Outside Sv	185,937	0	0	219,370	850,225	159,809	697,861	85,583	3,415,589	412,318
7	92100	Office Sup	10,978	764	329	587	3,784	44,235	1,935	3,757	665,717	26,707
8	92100	Printing	49	186	0	0	280	36,748	182	0	190,172	10,653
9	93100	Rents	0	0	0	22,025	209	1,752	0	0	157,068	3,166
10	92500	Insur.	0	0	0	0	0	0	0	0	0	0
11	93000	Advert	0	0	0	0	0	0	0	0	347	25,000
12	92100	Telecomm	290	0	0	231	72	6,518	91	236	7,594	1,555
13	92100	Postage	1,139	0	0	106	1,762	1,126	0	380	4,147,505	97,957
14	93500	Maint.	0	0	0	0	0	86	0	0	12,279	6,836
15	93000	Meetings	634	0	0	0	627	3,470	1,226	2,248	2,867	171,988
16	42600	Char. Contr	4,364	0	0	2,520	432	85	0	2,443,018	1,574	2,620
17	92100	Other	232	0	0	619	11,000,710	19,723	30	1,578	21,333	2,970,017
18	40300	Depre.	0	0	0	0	0	0	0	0	0	0
19	Total RC		1,545,155	412,908	506,181	1,294,469	14,243,474	1,429,277	1,441,377	4,302,262	19,757,211	5,312,926
20	Less Specific Disallowanc											
21	by FERC Account:											
22	Non-recurring severance		0	0	0	0	0	0	0	2,248	31,789	6,253
23	OPEB's		8,828	1,814	3,533	6,800	13,079	7,164	4,357	2,572	99,024	13,037
24	Non-recurring moving		337	162,413	29,000	0	169,592	44,113	60,606	0	47,760	0
25	Country Club Dues		5,418	0	5,856	5,856	12,433	286	0	1,435	0	527
26	Discretionary Bonus		45,290	0	0	0	78,021	0	25,000	0	34,512	33,690
27	Other - Specify											
28	EnergyOne Merch		0	0	0	0	0	0	0	0	202	0
29	"Energy, Life of a Nation"		183,756	0	0	0	0	0	0	0	0	0
30	Public Affairs Disallowan		0	0	0	0	0	0	0	2,842,569	0	0
31	Gov't Affairs/Lobbying		0	0	0	0	0	0	0	0	0	0
32	Personnel Recruiting		0	0	0	0	0	0	0	0	0	0
33	Subtotal Disallowance		243,629	164,227	38,389	12,656	273,125	51,563	89,963	2,848,824	213,287	53,507
34	FERC Distribution After											
35	Disallowance by FERC Ac 't											
36	92000	Wages	662,137	136,039	265,000	509,981	980,942	537,320	326,800	0	7,395,062	971,524
37	92600	Benefits	403,986	75,748	172,506	324,032	697,261	347,084	292,262	0	3,225,684	368,413
38	92100	Empl. Exp	213,954	35,944	34,974	164,218	411,645	183,447	27,894	0	176,241	155,379
39	92100	Training	75	0	0	29,368	8,005	5,776	2,790	0	50,040	9,729
40	92100	Prof. Svcs	1,507	0	(5,017)	8,756	14,395	30,535	343	1,453,438	75,054	25,557
41	92300	Outside Sv	2,181	0	0	219,370	850,225	159,809	697,861	0	3,415,589	412,318
42	92100	Office Sup	10,978	764	329	587	3,784	44,235	1,935	0	665,717	26,707
43	92100	Printing	49	186	0	0	280	36,748	182	0	190,172	10,653
44	93100	Rents	0	0	0	22,025	209	1,752	0	0	157,068	3,166
45	92500	Insur.	0	0	0	0	0	0	0	0	0	0
46	93000	Advert	0	0	0	0	0	0	0	0	347	25,000
47	92100	Telecomm	290	0	0	231	72	6,518	91	0	7,594	1,555
48	92100	Postage	1,139	0	0	106	1,762	1,126	0	0	4,147,505	97,957
49	93500	Maint.	0	0	0	0	0	86	0	0	12,279	6,836
50	93000	Meetings	634	0	0	0	627	3,470	1,226	0	2,867	171,988
51	42600	Char. Contr	4,364	0	0	2,520	432	85	0	0	1,574	2,620
52	92100	Other	232	0	0	619	11,000,710	19,723	30	0	21,333	2,970,017
53	40300	Depre.	0	0	0	0	0	0	0	0	0	0
54	Total RC		1,301,526	248,681	467,792	1,281,813	13,970,349	1,377,714	1,351,414	1,453,438	19,544,126	5,259,419

Reference
Sch 3,
Page 6,
Col (a)

Total All Enterprise Support Service

Line No.	FERC Acc't No.	Acc't Descrp.	Executive (a)	Trade Control (b)	CFO (c)	Operations (d)	Corporate Develop. (e)	Corporate Tech. (f)	Idea Realization (g)	Public Affairs (h)	Find. Mg't & Acct'g. (i)	Finance (j)
1	Check total		1,301,526	248,681	467,792	1,281,813	13,970,349	1,377,714	1,351,414	1,453,438	19,543,924	5,259,419
2	FERC Account Distribution											
3	Percent to each account:											
4	92000	Wages	50.87%	54.70%	56.85%	39.79%	7.02%	39.00%	24.18%	0.00%	37.84%	18.47%
5	92600	Benefits	31.04%	30.46%	36.88%	25.28%	4.99%	25.19%	21.63%	0.00%	16.50%	7.00%
6	92100	Empl. Exp	16.44%	14.45%	7.48%	12.81%	2.95%	13.32%	2.06%	0.00%	0.90%	2.95%
7	92100	Training	0.01%	0.00%	0.00%	2.29%	0.06%	0.42%	0.21%	0.00%	0.26%	0.18%
8	92100	Prof. Svcs	0.12%	0.00%	-1.07%	0.68%	0.10%	2.22%	0.03%	100.00%	0.38%	0.49%
9	92300	Outside Sv	0.17%	0.00%	0.00%	17.11%	6.09%	11.60%	51.64%	0.00%	17.48%	7.84%
10	92100	Office Sup	0.84%	0.31%	0.07%	0.05%	0.03%	3.21%	0.14%	0.00%	3.41%	0.51%
11	92100	Printing	0.00%	0.07%	0.00%	0.00%	0.00%	2.67%	0.01%	0.00%	0.97%	0.20%
12	93100	Rents	0.00%	0.00%	0.00%	1.72%	0.00%	0.13%	0.00%	0.00%	0.80%	0.06%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.48%
15	92100	Telecomm	0.02%	0.00%	0.00%	0.02%	0.00%	0.47%	0.01%	0.00%	0.04%	0.03%
16	92100	Postage	0.09%	0.00%	0.00%	0.01%	0.01%	0.08%	0.00%	0.00%	21.22%	1.86%
17	93500	Maint.	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.05%	0.13%
18	93000	Meetings	0.05%	0.00%	0.00%	0.00%	0.00%	0.25%	0.09%	0.00%	0.01%	3.27%
19	42600	Char. Contr	0.34%	0.00%	0.00%	0.20%	0.00%	0.01%	0.00%	0.00%	0.01%	0.05%
20	92100	Other	0.02%	0.00%	0.00%	0.05%	78.74%	1.43%	0.00%	0.00%	0.11%	56.47%
21	40300	Depre.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
23	Account Subtotal Above		1,301,526	248,681	467,792	1,281,813	13,970,349	1,377,714	1,351,414	1,453,438	19,544,126	5,259,419
24	Plus: K Svc from Others		24,534	0	0	71,560	472,533	354,560	0	92,964	56,545	364,909
25	Less: K Svc for Others		(63,906)	(906)	0	(182,073)	0	(26,092)	0	0	(103,580)	(13,646)
26	Subtotal:		1,262,154	247,775	467,792	1,171,300	14,442,882	1,706,182	1,351,414	1,546,402	19,497,091	5,610,682
27	Int'l % Disallowance		0	0	0	0	0	0	0	0	0	0
28	M&A % Disallowance		0	0	0	0	0	0	0	0	0	0
29												
30	Total % Disallowance		0	0	0	0	0	0	0	0	0	0
31	International Disallowance		(378,646)	0	(23,390)	(58,565)	0	0	0	0	0	(280,534)
32	M&A Disallowance		(63,108)	0	(23,390)	(58,565)	0	0	0	0	0	(280,534)
33	Total Disallowance		(441,754)	0	(46,779)	(117,130)	0	0	0	0	0	(561,068)
34	Net Allocable		820,400	247,775	421,013	1,054,170	14,442,882	1,706,182	1,351,414	1,546,402	19,497,091	5,049,614
35	Allocation Method		#2	No Regul. Electric	#2	#2	Corp Retained	Corp Retained	Corp Retained	#2	Composite	#2
36	MPS Allocation		25.76%	0.00%	25.76%	25.76%	0.00%	0.00%	0.00%	25.76%	21.62%	25.76%
37	Net allocable to MPS		211,335	0	108,453	271,554	0	0	0	398,353	4,214,548	1,300,781
38	FERC Account Distribution											
39	of Allowable ESF costs											
40	92000	Wages	38,224	0	7,022	94,867	0	0	0	398,353	1,841,932	969,382
41	92600	Benefits	107,514	0	61,438	108,040	0	0	0	0	1,643,889	240,281
42	92100	Empl. Exp	65,597	0	39,994	68,647	0	0	0	0	728,727	91,117
43	92100	Training	34,741	0	8,108	34,790	0	0	0	0	40,658	38,429
44	92100	Prof. Svcs	12	0	0	6,222	0	0	0	0	13,039	2,406
45	92100	Outside Sv	245	0	(1,163)	1,855	0	0	0	398,353	19,171	6,321
46	92300	Office Sup	354	0	0	46,474	0	0	0	0	787,227	101,976
47	92100	Printing	1,783	0	76	124	0	0	0	0	127,210	6,605
48	93100	Rents	8	0	0	0	0	0	0	0	38,605	2,635
49	92500	Insur.	0	0	0	0	0	0	0	0	30,017	783
50	93000	Advert	0	0	0	0	0	0	0	0	0	0
51	92100	Telecomm	0	0	0	0	0	0	0	0	65	6,183
52	92100	Postage	47	0	0	49	0	0	0	0	1,969	385
53	93500	Maint.	185	0	0	22	0	0	0	0	774,170	24,227
54	93000	Meetings	0	0	0	0	0	0	0	0	3,390	1,691
55	42600	Char. Contr	103	0	0	0	0	0	0	0	711	42,537
56	92100	Other	709	0	0	534	0	0	0	0	371	648
57	40300	Depre.	38	0	0	131	0	0	0	0	5,327	734,556
58	Total RC		211,335	0	108,453	271,554	0	0	0	398,353	4,214,548	1,300,781

↑
Reference
Sch 3,
Page 7,
Col (a)

Total All Enterprise Support Service

Line No.	FERC Acc't No.	Acc't Descrip.	Regulatory Service (a)	Gov't Affairs (b)	Risk Mgt (c)	Legal (d)	External Commun. (e)	Inform. Technol. (f)	Operations Support (g)	Human Resources (h)	Trans UCU (i)	Total All ESEs (j)
1	92000	Wages	988,253	563,090	232,805	16,240	781,183	5,410,455	2,909,965	4,111,815	0	27,029,560
2	92600	Benefits	403,460	252,947	93,150	4,872	448,514	3,237,494	1,541,815	4,741,838	0	17,602,084
3	92100	Empl. Exp	109,687	145,034	30,783	0	113,757	630,160	394,256	581,911	2,916,000	6,343,938
4	92100	Training	6,184	2,254	3,993	0	825	305,976	96,196	613,181	0	1,138,437
5	92100	Prof. Svcs	5,995	26,020	1,209	0	86,764	212,130	36,696	59,933	0	2,079,061
6	92300	Outside Sv	36,636	1,904,430	74,359	8,744,057	238,426	4,544,811	1,878,555	2,111,252	0	25,557,218
7	92100	Office Sup	6,177	31,227	2,624	120	28,063	727,564	714,718	66,009	0	2,335,295
8	92100	Printing	0	2,391	0	0	616,195	6,515	70,353	106,634	0	1,040,358
9	93100	Rents	137	9,664	2,300	0	0	1,785,550	3,744,738	6,955	0	5,733,564
10	92500	Insur.	0	0	0	0	0	0	0	0	0	0
11	93000	Advert	0	0	0	0	463,488	77,908	0	314,083	0	880,826
12	92100	Telecomm	76	421	953	0	(8)	8,203,516	1,486	3,872	0	8,226,903
13	92100	Postage	2,086	452	406	66	172,508	15,394	474,131	18,101	0	4,933,119
14	93500	Maint.	66	0	0	0	1,054	1,594,071	899,391	16,877	0	2,530,660
15	93000	Meetings	0	1,728	0	0	108,471	6,568	7,664	31,268	0	338,759
16	42600	Char. Contr	0	207,931	0	0	0	10	960	96	0	2,663,610
17	92100	Other	2,072,699	569	45,985	0	8,929	2,576,934	1,487,091	35,466	0	20,241,915
18	40300	Depre.	0	0	0	0	0	2,501,522	1,006,493	0	0	3,508,015
19	Total RC		3,631,456	3,148,158	488,567	8,765,355	3,066,169	31,836,578	15,264,508	12,819,291	2,916,000	132,181,322
20	Less Specific Disallowance by FERC Account:											
21												
22	Non-recurring severance		0	0	0	0	0	7,594	0	850,541	0	898,425
23	OPEB's		13,176	7,508	3,104	217	10,416	72,138	38,799	54,824	0	360,389
24	Non-recurring moving		49	0	0	0	5,541	349,213	200,430	3,097,903	0	4,166,957
25	Country Club Dues		0	5,829	0	0	0	1,828	135	47,509	0	87,112
26	Discretionary Bonus		1,630	10,135	0	0	16,200	439,148	85,074	18,078	0	786,778
27	Other - Specify											
28	EnergyOne Merch		0	0	0	0	0	0	41,420	0	0	41,622
29	"Energy, Life of a Nation"		0	0	0	0	0	0	0	0	0	183,756
30	Public Affairs Disallowance		0	0	0	0	0	0	0	0	0	2,842,569
31	Gov't Affairs/Lobbying		0	1,562,343	0	0	0	0	0	0	0	1,562,343
32	Personnel Recruiting		0	0	0	0	0	0	0	852,792	0	852,792
33	Subtotal Disallowance		14,855	1,585,815	3,104	217	32,157	869,921	365,858	4,921,647	0	11,782,743
34	FERC Distribution After Disallowance by FERC Ac											
35												
36	92000	Wages	988,253	281,545	232,805	16,240	781,183	5,402,861	2,909,965	3,261,274	0	25,658,931
37	92600	Benefits	388,605	117,652	90,046	4,655	416,357	2,376,995	1,176,092	1,571,033	0	12,048,412
38	92100	Empl. Exp	109,687	72,517	30,783	0	113,757	630,160	394,256	581,911	2,916,000	6,252,767
39	92100	Training	6,184	1,127	3,993	0	825	305,976	96,196	613,181	0	1,133,265
40	92100	Prof. Svcs	5,995	10,096	1,209	0	86,764	210,302	36,561	12,424	0	1,967,919
41	92300	Outside Sv	36,636	952,215	74,359	8,744,057	238,426	4,544,811	1,878,555	1,258,460	0	23,482,872
42	92100	Office Sup	6,177	15,614	2,624	120	28,063	727,564	714,718	66,009	0	2,315,925
43	92100	Printing	0	1,196	0	0	616,195	6,515	70,353	106,634	0	1,039,163
44	93100	Rents	137	4,832	2,300	0	0	1,785,550	3,744,738	6,955	0	5,728,732
45	92500	Insur.	0	0	0	0	0	0	0	0	0	0
46	93000	Advert	0	0	0	0	463,488	77,908	0	314,083	0	880,826
47	92100	Telecomm	76	211	953	0	(8)	8,203,516	1,486	3,872	0	8,226,457
48	92100	Postage	2,086	226	406	66	172,508	15,394	474,131	18,101	0	4,932,513
49	93500	Maint.	66	0	0	0	1,054	1,594,071	899,391	16,877	0	2,530,660
50	93000	Meetings	0	864	0	0	108,471	6,568	7,664	31,268	0	335,647
51	42600	Char. Contr	0	103,966	0	0	0	10	960	96	0	116,627
52	92100	Other	2,072,699	285	45,985	0	8,929	2,576,934	1,487,091	35,466	0	20,240,053
53	40300	Depre.	0	0	0	0	0	2,501,522	1,006,493	0	0	3,508,015
54	Total RC		3,616,601	1,562,343	485,483	8,765,138	3,034,012	30,966,657	14,898,650	7,897,644	2,916,000	120,398,781

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Total All Enterprise Support Service

Line No.	FERC Acc't No.	Acc't Descrip.	Regulatory Service (a)	Gov't Affairs (b)	Risk Mgt (c)	Legal (d)	External Commun. (e)	Inform. Technol. (f)	Operations Support (g)	Human Resources (h)	Trans UCU (i)	Total All ESFs (j)
1	Check total		3,616,601	1,562,343	485,463	8,765,138	3,034,012	30,966,657	14,898,650	7,897,644	2,916,000	120,398,579
2	FERC Account Distribution											
3	Percent to each account:											
4	92000	Wages	27.33%	18.02%	47.96%	0.19%	25.75%	17.45%	19.53%	41.29%	0.00%	21.31%
5	92600	Benefits	10.75%	7.53%	18.55%	0.05%	13.72%	7.68%	7.89%	19.89%	0.00%	10.01%
6	92100	Empl. Exp	3.03%	4.64%	6.34%	0.00%	3.75%	2.03%	2.65%	7.37%	100.00%	5.19%
7	92100	Training	0.17%	0.07%	0.82%	0.00%	0.03%	0.99%	0.65%	7.76%	0.00%	0.94%
8	92100	Prof. Svcs	0.17%	0.65%	0.25%	0.00%	2.86%	0.68%	0.25%	0.16%	0.00%	1.63%
9	92300	Outside Sv	1.01%	60.95%	15.32%	99.76%	7.79%	14.68%	12.61%	15.93%	0.00%	19.50%
10	92100	Office Sup	0.17%	1.00%	0.54%	0.00%	0.92%	2.35%	4.80%	0.84%	0.00%	1.92%
11	92100	Printing	0.00%	0.08%	0.00%	0.00%	20.31%	0.02%	0.47%	1.35%	0.00%	0.86%
12	93100	Rents	0.00%	0.31%	0.47%	0.00%	0.00%	5.77%	25.13%	0.09%	0.00%	4.76%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.00%	0.00%	0.00%	0.00%	15.28%	0.25%	0.00%	3.98%	0.00%	0.73%
15	92100	Telecomm	0.00%	0.01%	0.20%	0.00%	-0.00%	26.49%	0.01%	0.05%	0.00%	6.83%
16	92100	Postage	0.06%	0.01%	0.08%	0.00%	5.69%	0.05%	3.18%	0.23%	0.00%	4.10%
17	93500	Maint.	0.00%	0.00%	0.00%	0.00%	0.03%	5.15%	6.04%	0.21%	0.00%	2.10%
18	93000	Meetings	0.00%	0.06%	0.00%	0.00%	3.58%	0.02%	0.05%	0.40%	0.00%	0.28%
19	42600	Char. Contr	0.00%	6.65%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.10%
20	92100	Other	57.31%	0.02%	9.47%	0.00%	0.29%	8.32%	9.98%	0.45%	0.00%	16.81%
21	40300	Depre.	0.00%	0.00%	0.00%	0.00%	0.00%	8.08%	6.76%	0.00%	0.00%	2.91%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
23	Account Subtotal Above		3,616,601	1,562,343	485,463	8,765,138	3,034,012	30,966,657	14,898,650	7,897,644	2,916,000	120,398,781
24	Plus: K Svc from Others		865,338	226,758	16,244	0	165,647	1,594,233	334,011	430,702	0	5,070,538
25	Less: K Svc for Others		(1,345,141)	0	0	(8,765,355)	(24,790)	(1,406,930)	(1,978)	0	0	(11,934,397)
26	Subtotal:		3,136,798	1,789,101	501,707	(217)	3,174,869	31,153,960	15,230,683	8,328,346	2,916,000	113,534,922
27	Int'l % Disallowance		0	0	0	0	0	0	0	0	0	0
28	M&A % Disallowance		0	0	0	0	0	0	0	0	0	0
29												
30	Total % Disallowance		0	0	0	0	0	0	0	0	0	0
31	International Disallowance		0	0	0	0	(158,743)	0	0	0	0	(899,878)
32	M&A Disallowance		0	0	0	0	(158,743)	0	0	0	0	(584,340)
33	Total Disallowance		0	0	0	0	(317,487)	0	0	0	0	(1,484,218)
34	Net Allocable		3,136,798	1,789,101	501,707	(217)	2,857,383	31,153,960	15,230,683	8,328,346	2,916,000	112,050,704
35	Allocation Method		#3	Corporate Retained	#2	#2	#2	Composite	Composite	#5	Corporate Retained	Totals
36	MPS Allocation		33.12%	25.76%	25.76%	25.76%	25.76%	26.47%	22.46%	18.44%	0.00%	
37	Net allocable to MPS		1,038,907	460,872	129,240	(56)	736,062	8,247,425	3,420,286	1,535,747	0	22,073,508
38	FERC Account Distribution of Allowable ESF costs											
39			643,390	343,114	43,290	(56)	445,534	6,328,599	2,257,630	596,074	0	14,007,356
40	92000	Wages	283,886	83,052	61,977	(0)	189,518	1,319,219	827,163	634,175	0	5,560,154
41	92600	Benefits	111,631	34,706	23,972	(0)	101,010	599,806	335,493	305,497	0	2,505,997
42	92100	Empl. Exp	31,509	21,392	8,195	0	27,598	154,060	113,757	113,156	0	626,392
43	92100	Training	1,776	332	1,063	0	200	77,429	29,694	119,237	0	251,411
44	92100	Prof. Svcs	1,722	2,978	322	0	21,049	46,383	10,414	2,416	0	510,066
45	92300	Outside Sv	10,524	280,892	19,796	(56)	57,358	1,181,866	532,200	244,716	0	3,263,326
46	92100	Office Sup	1,774	4,606	699	(0)	6,808	219,969	134,880	12,836	0	517,370
47	92100	Printing	0	353	0	0	149,491	2,475	13,021	20,736	0	227,323
48	93100	Rents	39	1,425	612	0	0	629,499	691,863	1,352	0	1,360,257
49	92500	Insur.	0	0	0	0	0	0	0	0	0	0
50	93000	Advert	0	0	0	0	112,444	19,253	0	61,075	0	199,020
51	92100	Telecomm	22	62	254	0	(2)	1,826,153	287	753	0	1,829,978
52	92100	Postage	599	67	108	(0)	41,851	5,285	88,172	3,520	0	938,206
53	93500	Maint.	19	0	0	0	256	538,353	166,550	3,282	0	713,541
54	93000	Meetings	0	255	0	0	26,315	1,678	2,165	6,080	0	79,845
55	42600	Char. Contr	0	30,669	0	0	0	0	276	19	0	33,225
56	92100	Other	595,405	84	12,242	0	2,166	981,975	288,438	6,897	0	2,627,260
57	40300	Depre.	0	0	0	0	0	644,222	185,915	0	0	830,136
58	Total RC		1,038,907	460,872	129,240	(56)	736,062	8,247,425	3,420,286	1,535,747	0	22,073,508

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Line No.	FERC Acc't No.	Acc't Descrip.	Total Fin. Mg't & Acc'ting (a)	CIS (b)	Mail Room (c)	FinMg't UPS (d)	FinMg't UED (e)	FinMg't UMS (f)	Accounts Payable (g)	Accounts Rec'ble (h)	General Ledger (i)	Payroll (j)	Budgeting (k)
1	92000	Wages	7,426,851	1,044,414	120,289	251,557	450,347	340,551	468,900	127,224	930,892	480,069	432,172
2	92600	Benefits	3,408,980	399,640	39,975	99,285	203,459	145,102	199,735	58,209	405,075	196,384	174,016
3	92100	Empl. Exp	176,241	4,657	268	1,320	25,378	15,444	5,226	850	3,222	14,905	7,650
4	92100	Training	50,040	885		394	569		1,777		353	4,060	4,299
5	92100	Prof. Svcs	75,054			890	534	641	1,466	100	1,465	2,496	95
6	92300	Outside Sv	3,415,589	639,365	9,374			28,209	94,091	9,110	68,182	235,929	21,554
7	92100	Office Sup	665,717	560,514	41,461	348	1,708	86	10,648	744	5,535	7,310	1,578
8	92100	Printing	190,172	128,129					10,827		4,367		148
9	93100	Rents	157,068	133,935	17,457							603	3,109
10	92500	Insur.	0										
11	93000	Advert	347	347									
12	92100	Telecomm	7,594				131						
13	92100	Postage	4,147,505	4,050,370	88,455	13	404	25	2,160	253	135	3,063	374
14	93500	Maint.	12,279	3,011	762					296	6,721		1,205
15	93000	Meetings	2,867	104				21	90	116			
16	42600	Char. Contr	1,574								35	543	
17	92100	Other	21,333	53			25	4,950	(4,923)		(125)	4,007	3,949
18	40300	Depre.	0										
19	Total RC		19,757,211	6,965,424	318,041	353,807	682,555	535,029	789,997	196,902	1,425,857	949,369	650,149
20	Less Specific Disallowance												
21	by FERC Account:												
22	Non-recurring severance		31,789						887	5,655	9,502		13,971
23	OPEB's		99,024	13,925	1,604	3,354	6,005	4,541	6,252	1,696	12,412	6,401	5,762
24	Non-recurring moving		47,760				10,886				32,585	4,210	
25	Country Club Dues		0										
26	Discretionary Bonus		34,512	6,370	560				1,100				
27	Other - Specify		0										
28	EnergyOne Merch.		202										
29			0										
30	Subtotal Disallowance		213,287	20,295	2,164	3,354	16,891	4,541	8,239	7,351	54,499	10,611	19,733
31	FERC Distribution After												
32	Disallowance by FERC Acc't												
33	92000	Wages	7,395,062	1,044,414	120,289	251,557	450,347	340,551	468,013	121,569	921,390	480,069	418,201
34	92600	Benefits	3,225,684	379,345	37,811	95,931	186,568	140,561	192,383	56,513	360,078	185,773	168,254
35	92100	Empl. Exp	176,241	4,657	268	1,320	25,378	15,444	5,226	850	3,222	14,905	7,650
36	92100	Training	50,040	885	0	394	569	0	1,777	0	353	4,060	4,299
37	92100	Prof. Svcs	75,054	0	0	890	534	641	1,466	100	1,465	2,496	95
38	92300	Outside Sv	3,415,589	639,365	9,374	0	0	28,209	94,091	9,110	68,182	235,929	21,554
39	92100	Office Sup	665,717	560,514	41,461	348	1,708	86	10,648	744	5,535	7,310	1,578
40	92100	Printing	190,172	128,129	0	0	0	0	10,827	0	4,367	0	148
41	93100	Rents	157,068	133,935	17,457	0	0	0	0	0	0	603	3,109
42	92500	Insur.	0	0	0	0	0	0	0	0	0	0	0
43	93000	Advert	347	347	0	0	0	0	0	0	0	0	0
44	92100	Telecomm	7,594	0	0	0	131	0	0	0	0	0	0
45	92100	Postage	4,147,505	4,050,370	88,455	13	404	25	2,160	253	135	3,063	374
46	93500	Maint.	12,279	3,011	762	0	0	0	0	296	6,721	0	1,205
47	93000	Meetings	2,867	104	0	0	0	21	90	116	0	0	0
48	42800	Char. Contr	1,574	0	0	0	0	0	0	0	35	543	0
49	92100	Other	21,333	53	0	0	25	4,950	(4,923)	0	(125)	4,007	3,949
50	40300	Depre.	0	0	0	0	0	0	0	0	0	0	0
51	Total RC		19,544,126	6,945,129	315,877	350,453	665,664	530,488	781,758	189,551	1,371,358	938,758	630,416

Financial Management & Accounting

Line No.	FERC Acc't No.	Acc't Descrip.	Total Fin. Mg't & Acct'g (a)	CIS (b)	Mail Room (c)	FinMg't UPS (d)	FinMg't UED (e)	FinMg't UMS (f)	Accounts Payable (g)	Accounts Rec'ble (h)	General Ledger (i)	Payroll (j)	Budgeting (k)
1	Check total		19,543,924	6,945,129	315,877	350,453	665,664	530,488	781,758	189,551	1,371,358	938,758	630,416
2	FERC Account Distribution												
3	Percent to each account:												
4	92000	Wages	37.84%	15.04%	38.08%	71.78%	67.65%	64.20%	59.87%	64.14%	67.19%	51.14%	66.34%
5	92600	Benefits	16.50%	5.46%	11.97%	27.37%	28.03%	26.50%	24.61%	29.81%	26.26%	19.79%	26.69%
6	92100	Empl. Exp	0.90%	0.07%	0.08%	0.38%	3.81%	2.91%	0.67%	0.45%	0.23%	1.59%	1.21%
7	92100	Training	0.26%	0.01%	0.00%	0.11%	0.09%	0.00%	0.23%	0.00%	0.03%	0.43%	0.68%
8	92100	Prof. Svcs	0.38%	0.00%	0.00%	0.25%	0.08%	0.12%	0.19%	0.05%	0.11%	0.27%	0.02%
9	92300	Outside Sv	17.48%	9.21%	2.97%	0.00%	0.00%	5.32%	12.04%	4.81%	4.97%	25.13%	3.42%
10	92100	Office Sup	3.41%	8.07%	13.13%	0.10%	0.26%	0.02%	1.36%	0.39%	0.40%	0.78%	0.25%
11	92100	Printing	0.97%	1.84%	0.00%	0.00%	0.00%	0.00%	1.38%	0.00%	0.32%	0.00%	0.02%
12	93100	Rents	0.80%	1.93%	5.53%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.06%	0.49%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	92100	Telecomm	0.04%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
16	92100	Postage	21.22%	58.32%	28.00%	0.00%	0.06%	0.00%	0.28%	0.13%	0.01%	0.33%	0.06%
17	93500	Maint.	0.06%	0.04%	0.24%	0.00%	0.00%	0.00%	0.00%	0.16%	0.49%	0.00%	0.19%
18	93000	Meetings	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.06%	0.00%	0.00%	0.00%
19	42600	Char. Contr	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.06%	0.00%
20	92100	Other	0.11%	0.00%	0.00%	0.00%	0.00%	0.93%	-0.63%	0.00%	-0.01%	0.43%	0.63%
21	40300	Depre.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
23	Account Subtotal Above		19,544,126	6,945,129	315,877	350,453	665,664	530,488	781,758	189,551	1,371,358	938,758	630,416
24	Plus: K Svc from Others		56,545										
25	Less: K Svc for Others		(103,580)							(3,667)	(28,391)	(2,949)	(164)
26	Subtotal:		19,497,091	6,945,129	315,877	350,453	665,664	530,488	781,758	185,884	1,342,967	935,809	630,252
27	International % Disallowance												
28	M&A % Disallowance												
29	Total % Disallowance												
30	International Disallowance			0	0	0	0	0	0	0	0	0	0
31	M&A Disallowance			0	0	0	0	0	0	0	0	0	0
32	Total Disallowance		0	0	0	0	0	0	0	0	0	0	0
33	Net Allocable		19,497,091	6,945,129	315,877	350,453	665,664	530,488	781,758	185,884	1,342,967	935,809	630,252
34	Allocation Method		Composite	#6	#6	#9	#8	Direct UMS	#7	#6	#4	No. of Paychks	#4
35	MPS Allocation		21.62%	18.66%	18.66%	15.31%	27.97%	0.00%	15.31%	18.66%	32.66%	18.35%	32.66%
36	Net allocable to MPS		4,214,548	1,295,961	58,943	53,654	186,186	0	119,687	34,686	438,613	171,721	205,840
37	FERC Account Distribution of Allowable ESF costs												
38													
39	92000	Wages	1,643,889	194,888	22,446	38,513	125,962	0	71,653	22,246	294,696	87,816	136,549
40	92600	Benefits	728,727	70,788	7,056	14,687	52,183	0	29,454	10,341	115,167	33,982	54,937
41	92100	Empl. Exp	40,658	869	50	202	7,098	0	800	156	1,031	2,726	2,498
42	92100	Training	13,039	165	0	60	159	0	272	0	113	743	1,404
43	92100	Prof. Svcs	19,171	0	0	136	149	0	224	18	469	457	31
44	92300	Outside Sv	787,227	119,306	1,749	0	0	0	14,405	1,667	21,807	43,157	7,038
45	92100	Office Sup	127,210	104,592	7,737	53	478	0	1,630	136	1,770	1,337	515
46	92100	Printing	38,605	23,909	0	0	0	0	1,658	0	1,397	0	48
47	93100	Rents	30,017	24,992	3,257	0	0	0	0	0	0	110	1,015
48	92500	Insur.	0	0	0	0	0	0	0	0	0	0	0
49	93000	Advert	65	65	0	0	0	0	0	0	0	0	0
50	92100	Telecomm	1,969	0	0	0	37	0	0	0	0	0	0
51	92100	Postage	774,170	755,799	16,506	2	113	0	331	46	43	560	122
52	93500	Maint.	3,390	562	142	0	0	0	0	54	2,150	0	393
53	93000	Meetings	711	19	0	0	0	0	14	21	0	0	0
54	42600	Char. Contr	371	0	0	0	0	0	0	0	11	99	0
55	92100	Other	5,327	10	0	0	7	0	(754)	0	(40)	733	1,289
56	40300	Depre.	0	0	0	0	0	0	0	0	0	0	0
57	Total RC		<u>\$4,214,548</u>	<u>\$1,295,961</u>	<u>\$58,943</u>	<u>\$53,654</u>	<u>\$186,186</u>	<u>\$0</u>	<u>\$119,687</u>	<u>\$34,686</u>	<u>\$438,613</u>	<u>\$171,721</u>	<u>\$205,840</u>

Financial Management & Accounting

Line No.	FERC Acc't No.	Acc't Descrip.	Financial Reporting (a)	External Reporting (b)	Regulatory Reporting (c)	Tax (d)	Audit (e)	Non-Reg UED (f)	Plan. & Admin. (g)	Property Acc'ting (h)	Property Acc'ting -Offset (i)
1	92000	Wages	519,658	111,590	258,970	584,212	135,569	167,004	1,021,159	523,813	(541,539)
2	92600	Benefits	202,574	48,019	108,785	237,582	61,835	64,678	768,497	212,409	(218,279)
3	92100	Empl. Exp	4,311	10,338		41,304	16,768	624	24,002	2,891	(2,917)
4	92100	Training	5,439	1,174		15,362	479	189	15,060	618	(618)
5	92100	Prof. Svcs	1,259	2,464		58,658	803	148	4,035		
6	92300	Outside Sv	3,529	46,166	350	473,386	1,542,580	31,714	202,323	84,752	(75,025)
7	92100	Office Sup	2,167	4,718	710	9,044	594	847	17,679	555	(529)
8	92100	Printing	3,248	43,277	152				24		
9	93100	Rents	1,964								
10	92500	Insur.									
11	93000	Advert									
12	92100	Telecomm							7,463		
13	92100	Postage	1,008		25	800	54		366	64	(64)
14	93500	Maint.	230				54				
15	93000	Meetings				88			2,448		
16	42600	Char. Contr				700			296		
17	92100	Other	9,101	686		1,877			1,733	15	(15)
18	40300	Depre.									
19	Total RC		754,488	268,432	368,992	1,423,013	1,758,736	265,204	2,065,085	825,117	(638,986)
20	Less Specific Disallowance										
21	by FERC Account:										
22	Non-recurring severance				1,774						
23	OPEB's		6,929	1,488	3,453	7,789	1,808	2,227	13,615	6,984	(7,221)
24	Non-recurring moving								79		
25	Country Club Dues										
26	Discretionary Bonus			7,500		70		2,455	16,457		
27	Other - Specify										
28	EnergyOne Merch.					202					
29											
30	Subtotal Disallowance		6,929	8,988	5,227	8,061	1,808	4,682	30,151	6,984	(7,221)
31	FERC Distribution After										
32	Disallowance by FERC Acc't										
33	92000	Wages	519,658	111,590	257,196	584,212	135,569	167,004	1,021,159	523,813	(541,539)
34	92600	Benefits	195,645	39,031	105,332	229,723	60,027	59,996	738,346	205,425	(211,058)
35	92100	Empl. Exp	4,311	10,338	0	41,304	16,768	624	24,002	2,891	(2,917)
36	92100	Training	5,439	1,174	0	15,362	479	189	15,060	618	(618)
37	92100	Prof. Svcs	1,259	2,464	0	58,658	803	148	4,035	0	0
38	92300	Outside Sv	3,529	46,166	350	473,386	1,542,580	31,714	202,323	84,752	(75,025)
39	92100	Office Sup	2,167	4,718	710	9,044	594	847	17,679	555	(529)
40	92100	Printing	3,248	43,277	152	0	0	0	24	0	0
41	93100	Rents	1,964	0	0	0	0	0	0	0	0
42	92500	Insur.	0	0	0	0	0	0	0	0	0
43	93000	Advert	0	0	0	0	0	0	0	0	0
44	92100	Telecomm	0	0	0	0	0	0	7,463	0	0
45	92100	Postage	1,008	0	25	800	54	0	366	64	(64)
46	93500	Maint.	230	0	0	0	54	0	0	0	0
47	93000	Meetings	0	0	0	88	0	0	2,448	0	0
48	42600	Char. Contr	0	0	0	700	0	0	296	0	0
49	92100	Other	9,101	686	0	1,877	0	0	1,733	15	(15)
50	40300	Depre.	0	0	0	0	0	0	0	0	0
51	Total RC		747,559	259,444	363,765	1,415,154	1,756,928	260,522	2,034,934	818,133	(631,765)

Financial Management & Accounting

Line No.	FERC Acc't No.	Acc't Descrip.	Financial Reporting (a)	External Reporting (b)	Regulatory Reporting (c)	Tax (d)	Audit (e)	Non-Reg UED (f)	Plan. & Admin. (g)	Property Acc'ting (h)	Property Acc'ting -Offset (i)
1	Check total		747,559	259,444	363,765	1,414,952	1,756,928	260,522	2,034,934	818,133	(831,765)
2	FERC Account Distribution										
3	Percent to each account:										
4	92000	Wages	69.51%	43.01%	70.70%	41.28%	7.72%	64.10%	50.18%	64.03%	65.11%
5	92600	Benefits	26.17%	15.04%	28.96%	16.23%	3.42%	23.03%	36.28%	25.11%	25.37%
6	92100	Empl. Exp	0.58%	3.98%	0.00%	2.92%	0.95%	0.24%	1.18%	0.35%	0.35%
7	92100	Training	0.73%	0.45%	0.00%	1.09%	0.03%	0.07%	0.74%	0.08%	0.07%
8	92100	Prof. Svcs	0.17%	0.95%	0.00%	4.14%	0.05%	0.06%	0.20%	0.00%	0.00%
9	92300	Outside Sv	0.47%	17.79%	0.10%	33.45%	87.80%	12.17%	9.94%	10.36%	9.02%
10	92100	Office Sup	0.29%	1.82%	0.20%	0.64%	0.03%	0.33%	0.87%	0.07%	0.06%
11	92100	Printing	0.43%	16.68%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
12	93100	Rents	0.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	92100	Telecomm	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.37%	0.00%	0.00%
16	92100	Postage	0.13%	0.00%	0.01%	0.06%	0.00%	0.00%	0.02%	0.01%	0.01%
17	93500	Maint.	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18	93000	Meetings	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.12%	0.00%	0.00%
19	42600	Char. Contr	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.01%	0.00%	0.00%
20	92100	Other	1.22%	0.26%	0.00%	0.13%	0.00%	0.00%	0.09%	0.00%	0.00%
21	40300	Depre.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
23	Account Subtotal Above		747,559	259,444	363,765	1,415,154	1,756,928	260,522	2,034,934	818,133	(831,765)
24	Plus: K Svc from Others					29,850	(37,840)		64,535		
25	Less: K Svc for Others			(14,464)					(53,945)		
26	Subtotal:		747,559	244,980	363,765	1,445,004	1,719,088	260,522	2,045,524	818,133	(831,765)
27	International % Disallowance										
28	M&A % Disallowance										
29	Total % Disallowance										
30	International Disallowance		0	0	0	0	0	0	0	0	0
31	M&A Disallowance		0	0	0	0	0	0	0	0	0
32	Total Disallowance		0	0	0	0	0	0	0	0	0
33	Net Allocable		747,559	244,980	363,765	1,445,004	1,719,088	260,522	2,045,524	818,133	(831,765)
34	Allocation Method		#4	#2	#10	#2	#2	#10	#2	??	??
35	MPS Allocation		32.66%	25.76%	0.00%	25.76%	25.76%	0.00%	25.76%	0.00%	0.00%
36	Net allocable to MPS		244,153	63,107	0	372,233	442,837	0	526,927	0	0
37	FERC Account Distribution										
38	of Allowable ESF costs										
39	92000	Wages	169,720	27,143	0	153,667	34,170	0	264,420	0	0
40	92600	Benefits	63,898	9,494	0	60,425	15,130	0	191,188	0	0
41	92100	Empl. Exp	1,408	2,515	0	10,864	4,226	0	6,215	0	0
42	92100	Training	1,776	286	0	4,041	121	0	3,900	0	0
43	92100	Prof. Svcs	411	599	0	15,429	202	0	1,045	0	0
44	92300	Outside Sv	1,153	11,229	0	124,516	388,810	0	52,390	0	0
45	92100	Office Sup	708	1,148	0	2,379	150	0	4,578	0	0
46	92100	Printing	1,061	10,527	0	0	0	0	6	0	0
47	93100	Rents	641	0	0	0	0	0	0	0	0
48	92500	Insur.	0	0	0	0	0	0	0	0	0
49	93000	Advert	0	0	0	0	0	0	0	0	0
50	92100	Telecomm	0	0	0	0	0	0	1,932	0	0
51	92100	Postage	329	0	0	210	14	0	95	0	0
52	93500	Maint.	75	0	0	0	14	0	0	0	0
53	93000	Meetings	0	0	0	23	0	0	634	0	0
54	42600	Char. Contr	0	0	0	184	0	0	77	0	0
55	92100	Other	2,972	167	0	494	0	0	449	0	0
56	40300	Depre.	0	0	0	0	0	0	0	0	0
57	Total RC		\$244,153	\$63,107	\$0	\$372,233	\$442,837	\$0	\$526,927	\$0	\$0

Information Technology and Reengineering

Line No.	FERC Acct No.	Acct Descrip.	Total Info Tech (a)	Enduser UCP (b)	Enduser UER (c)	Enduser UER (d)	Enduser UES (e)	Enduser UMS (f)	Enduser GSS (g)	Applic. Devel. UCP (h)	Applic. Devel. UED (i)	Applic. Devel. UER (j)	Applic. Devel. UES (k)	Applic. Devel. UMS (l)	Applic. Devel. GSS (m)
1	92000	Wages	5,410,455	198,227	290,345	137,044	193,087	15,383	88,011	238,098	815,643	197,760		65,469	120,696
2	92600	Benefits	3,237,484	130,521	205,396	90,638	111,907	8,216	59,602	140,138	612,793	101,998		35,032	72,102
3	92100	Empl. Exp	630,160	25,911	24,773	11,367	14,214	164		12,279	68,548	20,244		4,819	9,015
4	92100	Training	305,976	25,561	21,374	9,379	7,680	13,389		170	43,594	3,905			(277)
5	92100	Prof. Svcs	212,130	68,514	5,512	12,409	227	35,645	2,456	194	411	585		188	318
6	92300	Outside Sv	4,544,811	1,004,823	960,709	372,952	199,020	302,573	93,547	1,280	194,717	22,138		14,011	15,019
7	92100	Office Sup	727,584	128,736	100,014	50,443	58,384	42,551	27,957	149	4,301	1,345			116
8	92100	Printing	6,515	1,282			4,089								
9	93100	Rents	1,785,550	13,872	49,690	9,347	16,028	3,911	1,250	650	0	129,830		3,640	1,040
10	92500	Insur.	0												
11	93000	Advert	77,908												
12	92100	Telecomm	8,203,516	1,429	1,832		1,417			45	27			372	
13	92100	Postage	15,394	893	1,768		1,984	21	15	214	614				50
14	93500	Maint.	1,594,071	31,227	103,904	32,978	32,681	18,628	2,544	1,032	220				75
15	93000	Meetings	6,568		14	63					1,142				
16	42600	Char. Contr	10												
17	92100	Other	2,576,934	463	962					3,340	17,843	11,281			
18	40300	Depre.	2,501,522												
19	Total RC		31,836,578	1,631,459	1,766,293	726,620	639,301	441,898	273,382	397,589	1,759,853	489,086	0	143,531	218,154
20	Less Specific Disallowance by FERC Account:														
21															
22	Non-recurring severance		7,594	7,594											
23	OPEB's		72,138	2,643	3,871	1,827	2,574	205	1,147	3,175	10,875	2,637	0	1,140	1,609
24	Non-recurring moving		349,213	677		19,018	2,611		28,023	39,029	5,398				
25	Country Club Dues		1,828		356										
26	Discretionary Bonus		439,148	13,375	15,000	4,000	9,000			12,471	262,330	7,582			
27	Other - Specify		0												
28			0												
29			0												
30	Subtotal Disallowance		869,921	24,289	19,227	24,845	14,185	205	29,170	54,675	278,603	10,219	0	1,140	1,609
31			869,921												
32	FERC Distribution After Disallowance by FERC Acct														
33															
34	92000	Wages	5,402,861	190,633	290,345	137,044	193,087	15,383	88,011	238,098	815,643	197,760	0	65,469	120,696
35	92600	Benefits	2,376,995	113,826	188,525	65,793	97,722	8,011	30,432	85,463	334,190	91,779	0	33,892	70,493
36	92100	Empl. Exp	630,160	25,911	24,773	11,367	14,214	164	0	12,279	68,548	20,244	0	4,819	9,015
37	92100	Training	305,976	25,561	21,374	9,379	7,680	13,389	0	170	43,594	3,905	0	0	(277)
38	92100	Prof. Svcs	210,302	68,514	5,156	12,409	227	35,645	2,456	194	411	585	0	188	318
39	92300	Outside Sv	4,544,811	1,004,823	960,709	372,952	199,020	302,573	93,547	1,280	194,717	22,138	0	14,011	15,019
40	92100	Office Sup	727,584	128,736	100,014	50,443	58,384	42,551	27,957	149	4,301	1,345	0	0	116
41	92100	Printing	6,515	1,282	0	0	4,089	0	0	0	0	0	0	0	0
42	93100	Rents	1,785,550	13,872	49,690	9,347	16,028	3,911	1,250	650	0	129,830	0	3,640	1,040
43	92500	Insur.	0	0	0	0	0	0	0	0	0	0	0	0	0
44	93000	Advert	77,908	0	0	0	0	0	0	0	0	0	0	0	0
45	92100	Telecomm	8,203,516	1,429	1,832	0	1,417	0	0	45	27	0	0	372	0
46	92100	Postage	15,394	893	1,768	0	1,984	21	15	214	614	0	0	0	50
47	93500	Maint.	1,594,071	31,227	103,904	32,978	32,681	18,628	2,544	1,032	220	0	0	0	75
48	93000	Meetings	6,568	0	14	63	0	0	0	0	1,142	0	0	0	0
49	42600	Char. Contr	10	0	0	0	0	0	0	0	0	0	0	0	0
50	92100	Other	2,576,934	463	962	0	0	0	0	3,340	17,843	11,281	0	0	0
51	40300	Depre.	2,501,522	0	0	0	0	0	0	0	0	0	0	0	0
52	Total RC		30,966,657	1,607,170	1,747,068	701,775	625,116	441,693	244,212	342,914	1,481,250	478,867	0	142,391	216,545

Information Technology and Reengineering

Line No.	FERC Acc't No.	Acc't Descr.	Total Info Tech (a)	Enduser UCP (b)	Enduser UER (c)	Enduser UER (d)	Enduser UPS (e)	Enduser UMS (f)	Enduser GSS (g)	Applic. Devel. UCP (h)	Applic. Devel. UED (i)	Applic. Devel. UER (j)	Applic. Devel. UPS (k)	Applic. Devel. UMS (l)	Applic. Devel. GSS (m)
1	Check total		30,966,657	1,607,170	1,747,066	701,775	625,116	441,693	244,212	342,914	1,481,250	478,867	0	142,391	216,545
2	FERC Account Distribution														
3	Percent to each account:														
4	92000	Wages	17.45%	11.86%	16.62%	19.53%	30.89%	3.48%	35.22%	69.43%	55.06%	41.30%	0.00%	60.02%	55.74%
5	92600	Benefits	7.68%	7.08%	10.68%	9.38%	15.63%	1.81%	12.46%	24.92%	22.56%	19.17%	0.00%	23.80%	32.55%
6	92100	Empl. Exp	2.03%	1.61%	1.42%	1.62%	2.27%	0.04%	0.00%	3.58%	4.63%	4.23%	0.00%	3.38%	4.16%
7	92100	Training	0.99%	1.59%	1.22%	1.34%	1.23%	3.03%	0.00%	0.06%	2.94%	0.62%	0.00%	0.00%	-0.13%
8	92100	Prof. Svcs	0.68%	4.26%	0.30%	1.77%	0.04%	8.07%	1.01%	0.06%	0.03%	0.12%	0.00%	0.13%	0.15%
9	92300	Outside Sv	14.68%	62.52%	54.99%	53.14%	31.84%	68.50%	38.31%	0.37%	13.15%	4.62%	0.00%	9.84%	6.94%
10	92100	Office Sup	2.35%	8.01%	5.72%	7.19%	9.34%	9.63%	11.45%	0.04%	0.29%	0.28%	0.00%	0.00%	0.05%
11	92100	Printing	0.02%	0.08%	0.00%	0.00%	0.65%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
12	93100	Rents	5.77%	0.86%	2.84%	1.33%	2.56%	0.89%	0.51%	0.19%	0.00%	27.11%	0.00%	2.56%	0.48%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	92100	Telecomm	26.49%	0.09%	0.10%	0.00%	0.00%	0.32%	0.00%	0.01%	0.00%	0.00%	0.00%	0.26%	0.00%
16	92100	Postage	0.05%	0.06%	0.10%	0.00%	0.32%	0.00%	0.01%	0.06%	0.04%	0.00%	0.00%	0.00%	0.02%
17	93500	Maint.	5.15%	1.94%	5.95%	4.70%	5.23%	4.22%	1.04%	0.30%	0.01%	0.00%	0.00%	0.00%	0.03%
18	93000	Meetings	0.02%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%
19	42600	Char. Contr	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
20	92100	Other	8.32%	0.03%	0.06%	0.00%	0.00%	0.00%	0.00%	0.97%	1.20%	2.36%	0.00%	0.00%	0.00%
21	40300	Depre.	8.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%
23	Account Subtotal Above		30,966,657	1,607,170	1,747,066	701,775	625,116	441,693	244,212	342,914	1,481,250	478,867	0	142,391	216,545
24	Plus: K Svc from Others		1,594,233	0						(5,884)	(484)			(4,732)	
25	Less: K Svc for Others		(1,406,930)	0	1,101										
26	Subtotal:		31,153,960	1,607,170	1,748,167	701,775	625,116	441,693	244,212	337,030	1,480,766	478,867	0	137,659	216,545
27	International % Disallowance														
28	M&A % Disallowance														
29	Total % Disallowance														
30	International Disallowance		0	0	0	0	0	0	0	0	0	0	0	0	0
31	M&A Disallowance		0	0	0	0	0	0	0	0	0	0	0	0	0
32	Total Disallowance		0	0	0	0	0	0	0	0	0	0	0	0	0
33	Net Allocable		31,153,960	1,607,170	1,748,167	701,775	625,116	441,693	244,212	337,030	1,480,766	478,867	0	137,659	216,545
34	Allocation Method		Composite	#2	#8	Direct UER	#9	Direct UMS	Direct GSS	#2	#8	Direct UER		Direct UMS	Direct GSS
35	MPS Allocation		26.47%	25.76%	27.97%	32.66%	52.44%	0.00%	0.00%	25.76%	27.97%	52.44%	0.00%	0.00%	0.00%
36	Net allocable to MPS		8,247,425	414,007	488,962	229,200	327,811	0	0	86,819	414,170	251,118	0	0	0
37	FERC Account Distribution														
38	of Allowable ESF costs														
39	92000	Wages	1,319,219	49,107	81,261	44,759	101,255	0	0	60,282	228,061	103,705		0	0
40	92600	Benefits	599,606	29,322	52,204	21,488	51,245	0	0	21,638	93,442	48,129		0	0
41	92100	Empl. Exp	154,060	6,675	6,933	3,712	7,454	0	0	3,109	19,167	10,616		0	0
42	92100	Training	77,429	6,585	5,982	3,063	4,027	0	0	43	12,189	2,048		0	0
43	92100	Prof. Svcs	46,383	17,649	1,443	4,053	119	0	0	49	115	307		0	0
44	92300	Outside Sv	1,181,868	258,842	268,880	121,806	104,366	0	0	324	54,445	11,609		0	0
45	92100	Office Sup	219,969	33,162	27,992	16,475	30,617	0	0	38	1,203	705		0	0
46	92100	Printing	2,475	330	0	0	2,144	0	0	0	0	0		0	0
47	93100	Rents	629,499	3,573	13,907	3,053	8,405	0	0	165	0	68,083		0	0
48	92500	Insur.	0	0	0	0	0	0	0	0	0	0		0	0
49	93000	Advert	19,253	0	0	0	0	0	0	0	0	0		0	0
50	92100	Telecomm	1,826,153	368	513	0	0	0	0	11	8	0		0	0
51	92100	Postage	5,285	230	495	0	1,040	0	0	54	172	0		0	0
52	93500	Maint.	538,353	8,044	29,080	10,771	17,138	0	0	261	62	0		0	0
53	93000	Meetings	1,678	0	4	21	0	0	0	0	319	0		0	0
54	42600	Char. Contr	0	0	0	0	0	0	0	0	0	0		0	0
55	92100	Other	981,975	119	269	0	0	0	0	846	4,989	5,916		0	0
56	40300	Depre.	644,222	0	0	0	0	0	0	0	0	0		0	0
57	Total RC		\$8,247,425	\$414,007	\$488,962	\$229,200	\$327,811	\$0	\$0	\$86,819	\$414,170	\$251,118	\$0	\$0	\$0

Information Technology and Reengineering

Line No.	FERC Acct No.	Acct Descrip.	Data Whtse (a)	Service Once (b)	Telecom UCP (c)	Telecom UED (d)	Telecom UER (e)	Telecom UPS (f)	Telecom UMS (g)	Telecom GSS (h)	Architecture (i)	Comp Ops (j)	Plan Admin (k)	Help Desk (l)	Business Develop (m)	Reengineer (n)
1	92000	Wages			74,470	311,092	54,317				369,372	855,272	663,875	129,815	204,310	370,169
2	92600	Benefits			142,557	127,023	26,674	7,320		40	152,866	366,911	483,992	64,515	61,283	235,970
3	92100	Empl. Exp	3,117	200	4,315	53,546	3,603		4,003		25,832	53,514	228,534	1,836	22,855	37,471
4	92100	Training			1,420	2,268	4,785				14,347	28,571	118,352	1,490	(655)	10,623
5	92100	Prof. Svcs		266	3,943	9,501					343	19,993	44,555		6,205	865
6	92300	Outside Sv			80,726	37,050		1,120		12,681	14,383	278,443	792,192	52,042	33,360	62,025
7	92100	Office Sup		370	953	3,580				6,780	2,140	225,025	60,396	3,586	1,098	9,640
8	92100	Printing														1,144
9	93100	Rentls		6,149	176	603,391	313					935,473		(55)		10,845
10	92500	Insur.														
11	93000	Advert				77,908										
12	92100	Telecomm			1,346,305	5,968,622	612,967	22,353	138,004	110,086			129			(72)
13	92100	Postage	15		82	933				1,266	46	7,305	178			10
14	93500	Maint.	54	1,338	10,662	342,663	27,322		158	3,880	29,375	929,100	19,406			6,824
15	93000	Meetings				5,272						77				
16	42600	Char. Contr														10
17	92100	Other				1,714				1,677	3,133	2,115,695	399,268			21,558
18	40300	Depre.											2,501,522			
19	Total RC		3,186	8,323	1,665,609	7,544,563	729,981	30,793	142,165	136,410	611,837	5,815,379	5,312,399	253,229	328,456	767,082
20	Less Specific Disallowance by FERC Account:															
22	Non-recurring severance															
23	0PEB's		0	0	993	4,148	724	0	0	0	4,925	11,403	8,851	1,731	2,724	4,935
24	Non-recurring moving				83,425							8,906	34,080			128,046
25	Country Club Dues				822								650			
26	Discretionary Bonus				3,000	6,000	5,000				11,899	70,691	13,800	5,000		
27	Other - Specify															
28																
29																
30	Subtotal Disallowance		0	0	88,240	10,148	5,724	0	0	0	16,824	91,000	57,381	6,731	2,724	132,981
31																
32	FERC Distribution After Disallowance by FERC Acct															
32																
34	92000	Wages	0	0	74,470	311,092	54,317	0	0	0	369,372	855,272	663,875	129,815	204,310	370,169
35	92600	Benefits	0	0	55,139	116,875	20,950	7,320	0	40	138,042	275,911	427,261	57,784	58,559	102,989
36	92100	Empl. Exp	3,117	200	4,315	53,546	3,603		4,003		25,832	53,514	228,534	1,836	22,855	37,471
37	92100	Training	0	0	1,420	2,268	4,785	0	0	0	14,347	28,571	118,352	1,490	(655)	10,623
38	92100	Prof. Svcs	0	266	3,121	9,501	0	0	0	0	343	19,993	43,905	0	6,205	865
39	92300	Outside Sv	0	0	80,726	37,050	0	1,120	0	12,681	14,383	278,443	792,192	52,042	33,360	62,025
40	92100	Office Sup	0	370	953	3,580	0	0	0	6,780	2,140	225,025	60,396	3,586	1,098	9,640
41	92100	Printing	0	0	0	0	0	0	0	0	0	0	0	0	0	1,144
42	93100	Rentls	0	6,149	176	603,391	313	0	0	0	0	935,473	0	(55)	0	10,845
43	92500	Insur.	0	0	0	0	0	0	0	0	0	0	0	0	0	0
44	93000	Advert	0	0	0	77,908	0	0	0	0	0	0	0	0	0	0
45	92100	Telecomm	0	0	1,346,305	5,968,622	612,967	22,353	138,004	110,086	0	0	129	0	0	(72)
46	92100	Postage	15	0	82	933	0	0	0	1,266	46	7,305	178	0	0	10
47	93500	Maint.	54	1,338	10,662	342,663	27,322	0	158	3,880	29,375	929,100	19,406	0	0	6,824
48	93000	Meetings	0	0	0	5,272	0	0	0	0	0	77	0	0	0	0
49	42600	Char. Contr	0	0	0	0	0	0	0	0	0	0	0	0	0	10
50	92100	Other	0	0	0	1,714	0	0	0	1,677	3,133	2,115,695	399,268	0	0	21,558
51	40300	Depre.	0	0	0	0	0	0	0	0	0	0	2,501,522	0	0	0
52	Total RC		3,186	8,323	1,577,369	7,534,415	724,257	30,793	142,165	136,410	595,013	5,724,379	5,255,018	246,498	325,732	634,101

Information Technology and Reengineering

Line No.	FERC Acc't No.	Acc't Descrip.	Data W/hs (a)	Service Once (b)	Telecom UCP (c)	Telecom UER (d)	Telecom UER (e)	Telecom UPS (f)	Telecom UMS (g)	Telecom GSS (h)	Architecture (i)	Comp Ops (j)	Plan Admin (k)	Help Desk (l)	Business Develop (m)	Reengineering (n)
1	Check total		3,186	8,323	1,577,369	7,534,415	724,257	30,793	142,165	136,410	595,013	5,724,379	5,255,018	246,498	325,732	634,101
2	FERC Account Distribution															
3	Percent to each account:															
4	92000	Wages	0.00%	0.00%	4.72%	4.13%	7.50%	0.00%	0.00%	0.00%	62.08%	14.94%	12.63%	52.66%	62.72%	58.38%
5	92600	Benefits	0.00%	0.00%	3.50%	1.55%	2.89%	23.77%	0.00%	0.03%	22.86%	4.82%	8.13%	23.44%	17.98%	16.24%
6	92100	Empl. Exp	97.83%	2.40%	0.27%	0.71%	0.50%	0.00%	2.82%	0.00%	4.34%	0.93%	4.35%	0.74%	7.02%	5.91%
7	92100	Training	0.00%	0.00%	0.09%	0.03%	0.66%	0.00%	0.00%	0.00%	2.41%	0.50%	2.25%	0.60%	-0.20%	1.68%
8	92100	Prof. Svcs	0.00%	3.20%	0.20%	0.13%	0.00%	0.00%	0.00%	0.00%	0.06%	0.35%	0.84%	0.00%	1.90%	0.14%
9	92300	Outside Sv	0.00%	0.00%	5.12%	0.49%	0.00%	3.64%	0.00%	9.30%	2.42%	4.86%	15.07%	21.11%	10.24%	9.78%
10	92100	Office Sup	0.00%	4.45%	0.06%	0.05%	0.00%	0.00%	0.00%	4.97%	0.36%	3.93%	1.15%	1.45%	0.34%	1.52%
11	92100	Printing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.18%
12	93100	Rents	0.00%	73.88%	0.01%	8.01%	0.04%	0.00%	0.00%	0.00%	0.00%	16.34%	0.00%	-0.02%	0.00%	1.71%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.00%	0.00%	0.00%	1.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	92100	Telecomm	0.00%	0.00%	65.35%	79.22%	84.63%	72.59%	97.07%	80.70%	0.00%	0.00%	0.00%	0.00%	0.00%	-0.01%
16	92100	Postage	0.47%	0.00%	0.01%	0.01%	0.00%	0.00%	0.00%	0.93%	0.01%	0.13%	0.00%	0.00%	0.00%	0.00%
17	93500	Maint.	1.69%	16.06%	0.68%	4.55%	3.77%	0.00%	0.11%	2.84%	4.94%	16.23%	0.37%	0.00%	0.00%	1.08%
18	93000	Meetings	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
19	42600	Char. Contr	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
20	92100	Other	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	1.23%	0.53%	36.96%	7.60%	0.00%	0.00%	3.40%
21	40300	Depre.	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	47.60%	0.00%	0.00%	0.00%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
23	Account Subtotal Above		3,186	8,323	1,577,369	7,534,415	724,257	30,793	142,165	136,410	595,013	5,724,379	5,255,018	246,498	325,732	634,101
24	Plus: K Svc from Others												26,325			1,579,008
25	Less: K Svc for Others					(877,517)							(27,713)			(502,801)
26	Subtotal:		3,186	8,323	1,577,369	6,656,898	724,257	30,793	142,165	136,410	595,013	5,724,379	5,253,630	246,498	325,732	1,710,308
27	International % Disallowance															
28	M&A % Disallowance															
29	Total % Disallowance															
30	International Disallowance		0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	M&A Disallowance		0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Total Disallowance		0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Net Allocable		3,186	8,323	1,577,369	6,656,898	724,257	30,793	142,165	136,410	595,013	5,724,379	5,253,630	246,498	325,732	1,710,308
34	Allocation Method		#2	Direct Svc	#2	#8	Direct UER	#9	Direct UMS	Direct GSS	Capitalize	#12	#2	#2	Cap./Retai	Cap./Retai
35	MPS Allocation		25.76%	0.00%	25.76%	27.97%	0.00%	15.31%	0.00%	0.00%	0.00%	40.96%	25.76%	25.76%	0.00%	0.00%
36	Net allocable to MPS		821	0	406,330	1,861,934	0	4,714	0	0	0	2,344,705	1,353,335	63,498	0	0
37	FERC Account Distribution															
38	of Allowable ESF costs															
39	92000	Wages	0	0	19,183	76,878	0	0	0	0	0	350,319	170,969	33,440	0	0
40	92600	Benefits	0	0	14,204	28,883	0	1,121	0	0	0	113,013	110,033	14,885	0	0
41	92100	Empl. Exp	803	0	1,112	13,232	0	0	0	0	0	21,919	58,855	473	0	0
42	92100	Training	0	0	366	560	0	0	0	0	0	11,703	30,479	384	0	0
43	92100	Prof. Svcs	0	0	804	2,348	0	0	0	0	0	8,189	11,307	0	0	0
44	92300	Outside Sv	0	0	20,795	9,156	0	171	0	0	0	114,050	204,015	13,406	0	0
45	92100	Office Sup	0	0	245	885	0	0	0	0	0	92,170	15,554	924	0	0
46	92100	Printing	0	0	0	0	0	0	0	0	0	0	0	0	0	0
47	93100	Rents	0	0	45	149,112	0	0	0	0	0	383,170	0	(14)	0	0
48	92500	Insur.	0	0	0	0	0	0	0	0	0	0	0	0	0	0
49	93000	Advert	0	0	0	19,253	0	0	0	0	0	0	0	0	0	0
50	92100	Telecomm	0	0	346,808	1,474,989	0	3,422	0	0	0	0	33	0	0	0
51	92100	Postage	4	0	21	231	0	0	0	0	0	2,992	46	0	0	0
52	93500	Maint.	14	0	2,747	84,680	0	0	0	0	0	380,559	4,998	0	0	0
53	93000	Meetings	0	0	0	1,303	0	0	0	0	0	32	0	0	0	0
54	42600	Char. Contr	0	0	0	0	0	0	0	0	0	0	0	0	0	0
55	92100	Other	0	0	0	424	0	0	0	0	0	866,589	102,824	0	0	0
56	40300	Depre.	0	0	0	0	0	0	0	0	0	0	644,222	0	0	0
57	Total RC		\$821	\$0	\$406,330	\$1,861,934	\$0	\$4,714	\$0	\$0	\$0	\$2,344,705	\$1,353,335	\$63,498	\$0	\$0

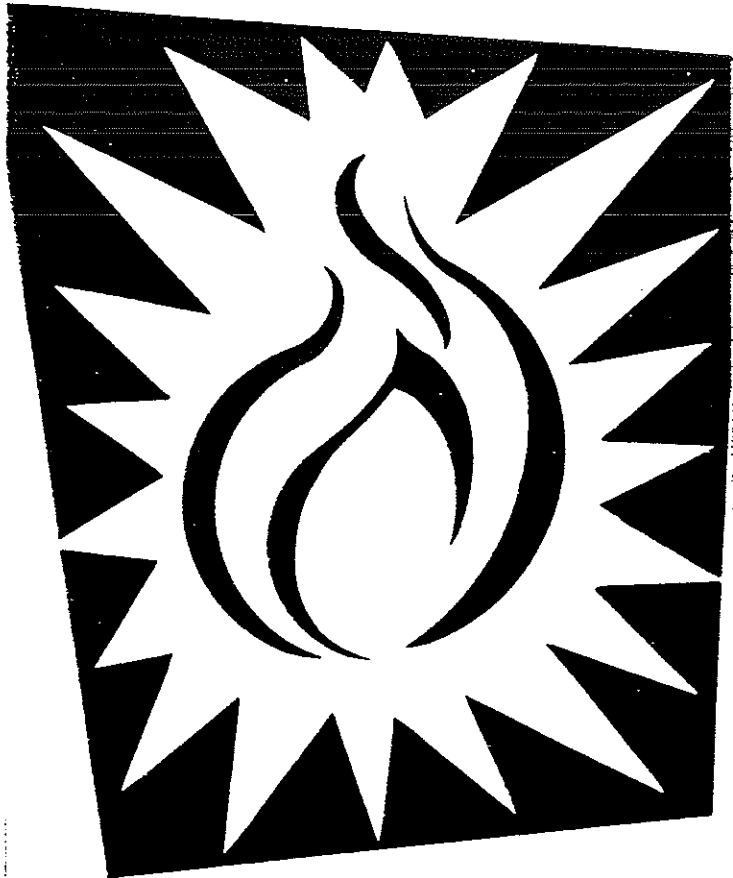
Operations Support

Line No.	FERC Acc't No.	Acc't Descrip.	Total Operations Support (a)	Performance Manag't (b)	Facilities Support (c)	Non-Fuel Purchas. (d)	Environ. (e)
1	92000	Wages	2,909,965	366,289	585,324	1,274,604	683,748
2	92600	Benefits	1,541,815	240,852	302,110	510,688	488,165
3	92100	Empl. Exp	394,256	32,966	71,025	189,956	100,309
4	92100	Training	96,196	47,076	1,888	9,999	37,233
5	92100	Prof. Svcs	36,696	592	12,958	6,712	16,434
6	92300	Outside Sv	1,878,555	127,102	316,319	1,133,658	301,476
7	92100	Office Sup	714,718	203	694,872	9,036	10,607
8	92100	Printing	70,353		70,148	151	54
9	93100	Rents	3,744,738	1,251	3,743,120	347	20
10	92500	Insur.	0				
11	93000	Advert	0				
12	92100	Telecomm	1,486	7	1,365	114	
13	92100	Postage	474,131	84	468,983	4,393	671
14	93500	Maint.	899,391		895,917	2,767	707
15	93000	Meetings	7,664		968	6,149	547
16	42600	Char. Contr	960	112	60	719	69
17	92100	Other	1,487,091		1,384,780	61,764	40,547
18	40300	Depre.	1,006,493		1,006,493		
19	Total RC		<u>15,264,508</u>	<u>816,534</u>	<u>9,556,330</u>	<u>3,211,057</u>	<u>1,680,587</u>
20	Less Specific Disallowance						
21	by FERC Account:						
22	Non-recurring severance		0				
23	OPEB's		38,799	4,884	7,804	16,994	9,116
24	Non-recurring moving		200,430	2,062		771	197,597
25	Country Club Dues		135				135
26	Discretionary Bonus		85,074		72,070	13,004	
27	Other - Specify		0				
28	EnergyOne Merch		41,420	41,420			
29			0				
30	Subtotal Disallowance		<u>365,858</u>	<u>48,366</u>	<u>79,874</u>	<u>30,769</u>	<u>206,848</u>
31			<u>365,858</u>				
32	FERC Distribution After						
33	Disallowance by FERC Acc't						
34	92000	Wages	2,909,965	366,289	585,324	1,274,604	683,748
35	92600	Benefits	1,176,092	192,486	222,236	479,919	281,452
36	92100	Empl. Exp	394,256	32,966	71,025	189,956	100,309
37	92100	Training	96,196	47,076	1,888	9,999	37,233
38	92100	Prof. Svcs	36,561	592	12,958	6,712	16,299
39	92300	Outside Sv	1,878,555	127,102	316,319	1,133,658	301,476
40	92100	Office Sup	714,718	203	694,872	9,036	10,607
41	92100	Printing	70,353	0	70,148	151	54
42	93100	Rents	3,744,738	1,251	3,743,120	347	20
43	92500	Insur.	0	0	0	0	0
44	93000	Advert	0	0	0	0	0
45	92100	Telecomm	1,486	7	1,365	114	0
46	92100	Postage	474,131	84	468,983	4,393	671
47	93500	Maint.	899,391	0	895,917	2,767	707
48	93000	Meetings	7,664	0	968	6,149	547
49	42600	Char. Contr	960	112	60	719	69
50	92100	Other	1,487,091	0	1,384,780	61,764	40,547
51	40300	Depre.	1,006,493	0	1,006,493	0	0
52	Total RC		<u>14,898,650</u>	<u>768,168</u>	<u>9,476,456</u>	<u>3,180,288</u>	<u>1,473,739</u>

Operations Support

Line No.	FERC Acc't No.	Acc't Descrip.	Total Operations Support (a)	Performance Manag't (b)	Facilities Support (c)	Non-Fuel Purchas. (d)	Environ. (e)
1	Check total		14,898,650	768,168	9,476,456	3,180,288	1,473,739
2	FERC Account Distribution						
3	Percent to each account:						
4	92000	Wages	19.53%	47.68%	6.18%	40.08%	46.40%
5	92600	Benefits	7.89%	25.06%	2.35%	15.09%	19.10%
6	92100	Empl. Exp	2.65%	4.29%	0.75%	5.97%	6.81%
7	92100	Training	0.65%	6.13%	0.02%	0.31%	2.53%
8	92100	Prof. Svcs	0.25%	0.08%	0.14%	0.21%	1.11%
9	92300	Outside Sv	12.61%	16.55%	3.34%	35.65%	20.46%
10	92100	Office Sup	4.80%	0.03%	7.33%	0.28%	0.72%
11	92100	Printing	0.47%	0.00%	0.74%	0.00%	0.00%
12	93100	Rents	25.13%	0.16%	39.50%	0.01%	0.00%
13	92500	Insur.	0.00%	0.00%	0.00%	0.00%	0.00%
14	93000	Advert	0.00%	0.00%	0.00%	0.00%	0.00%
15	92100	Telecomm	0.01%	0.00%	0.01%	0.00%	0.00%
16	92100	Postage	3.18%	0.01%	4.95%	0.14%	0.05%
17	93500	Maint.	6.04%	0.00%	9.45%	0.09%	0.05%
18	93000	Meetings	0.05%	0.00%	0.01%	0.19%	0.04%
19	42600	Char. Contr	0.01%	0.01%	0.00%	0.02%	0.00%
20	92100	Other	9.98%	0.00%	14.61%	1.94%	2.75%
21	40300	Depre.	6.76%	0.00%	10.62%	0.00%	0.00%
22	Total RC		100.00%	100.00%	100.00%	100.00%	100.00%
23	Account Subtotal Above		14,898,650	768,168	9,476,456	3,180,288	1,473,739
24	Plus: K Svc from Others		334,011	53,900	16,196	125,277	138,638
25	Less: K Svc for Others		(1,978)	(1,978)			
26	Subtotal:		15,230,683	820,090	9,492,652	3,305,565	1,612,377
27	International % Disallowance						
28	M&A % Disallowance						
29	Total % Disallowance						
30	International Disallowance		0	0	0	0	0
31	M&A Disallowance		0	0	0	0	0
32	Total Disallowance		0	0	0	0	0
33	Net Allocable		15,230,683	820,090	9,492,652	3,305,565	1,612,377
34	Allocation Method	Composite	#2	#5	#8	#3	
35	MPS Allocation	22.46%	25.76%	18.44%	27.97%	33.12%	
36	Net allocable to MPS		3,420,286	211,255	1,750,445	924,566	534,019
37	FERC Account Distribution						
38	of Allowable ESF costs						
39	92000	Wages	827,163	100,734	108,118	370,550	247,761
40	92600	Benefits	335,493	52,936	41,050	139,521	101,986
41	92100	Empl. Exp	113,757	9,066	13,119	55,224	36,348
42	92100	Training	29,694	12,946	349	2,907	13,492
43	92100	Prof. Svcs	10,414	163	2,394	1,951	5,906
44	92300	Outside Sv	532,200	34,955	58,429	329,575	109,242
45	92100	Office Sup	134,880	56	128,353	2,627	3,844
46	92100	Printing	13,021	0	12,957	44	20
47	93100	Rents	691,863	344	691,411	101	7
48	92500	Insur.	0	0	0	0	0
49	93000	Advert	0	0	0	0	0
50	92100	Telecomm	287	2	252	33	0
51	92100	Postage	88,172	23	86,628	1,277	243
52	93500	Maint.	166,550	0	165,489	804	256
53	93000	Meetings	2,165	0	179	1,788	198
54	42600	Char. Contr	276	31	11	209	25
55	92100	Other	288,438	0	255,790	17,956	14,692
56	40300	Depre.	185,915	0	185,915	0	0
57	Total RC		<u>\$3,420,286</u>	<u>\$211,255</u>	<u>\$1,750,445</u>	<u>\$924,566</u>	<u>\$534,019</u>

Minnesota Customer Information Handbook



PEOPLES NATURAL GAS
ENERGYONE.

A Division of UtiliCorp United



We are pleased to welcome you as a customer of Peoples Natural Gas, serving the Midwest for more than 60 years. In Minnesota we deliver safe, dependable natural gas to more than 126,000 homes, businesses and industries in 110 communities.

Peoples is a partner in the communities we serve, actively working to make them the best they can be.

Peoples' customers benefit from our regional operation because our large customer base lets us negotiate for better gas prices and spread overhead costs, keeping gas rates down.

Natural gas is the best energy value available today. It is safe, dependable and convenient. In addition, there is an abundant supply. So you can heat your home, take long, hot showers or dry load after load of laundry, knowing there is plenty of efficient natural gas available.

Natural gas is the cleanest-burning fossil fuel. Unlike other forms of energy, natural gas does not give off high levels of carbon, sulfur and nitrogen compounds. Because natural gas is virtually pollution-free, you contribute to a cleaner environment every time you use it.

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Applying For Service

You may apply for service at any Peoples Customer Service Center. Telephone numbers and addresses are listed at the back of this booklet.

We may require a cash deposit from:

- ▶ *A former customer with an unpaid utility bill.*
- ▶ *A former customer whose service has been disconnected.*
- ▶ *A former customer whose credit history indicates payment cannot be assured.*
- ▶ *A current customer whose service was disconnected for nonpayment or who is liable for disconnection.*
- ▶ *A new customer who voluntarily provides a credit reference that indicates payment cannot be assured.*

Deposit

The deposit will not exceed the sum of two actual or estimated average monthly bills. The deposit may be cash or an acceptable letter of credit. Deposits earn interest annually. Interest is credited to your account at the end of the calendar year.

Deposits are refunded after 12 months if all payments were made by the due date and the account is current. Deposits and interest may be applied to a delinquent account. Customer deposits, less current charges, will be refunded when gas service is discontinued.

For Your Safety

Peoples has one of the best safety records among comparably sized companies in the United States.

Customers play an important part in maintaining our excellent safety record. If you smell natural gas or suspect a leak of any kind, call your nearest Peoples Customer Service Center immediately. Telephone numbers and addresses are listed at the back of this booklet, in your local telephone book and on your gas bill.

Peoples maintains 24-hour emergency service. A service technician will be sent promptly to investigate any suspected leak and make emergency repairs.

Tightly weatherized homes should be checked for adequate ventilation. Otherwise you might be exposed to harmful gases, including carbon monoxide. If you have any questions about natural gas safety, call your nearest Peoples Customer Service Center.

Call Before You Dig

If you plan to dig, drill or blast, call the toll-free Gopher State number before you start, preferably at least 48 hours ahead of time. If you live in the metro area, the number is

454-0002. Other Minnesota residents can call 800-252-1166. We'll locate our pipelines at no cost to avoid the potential danger and expense of a ruptured or damaged line.



► 6

Your Gas Meter

To help us provide quality service and assure your safety, it is your responsibility to allow company employees access to your gas meter and equipment. If equipment is faulty or unsafe, service may be suspended until repairs or corrections are made.

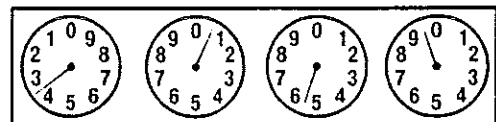
Meter Reading

A Peoples employee will read your meter at approximately the same time each month, usually in 30-day intervals. For security purposes, Peoples meter readers wear company uniforms and carry a company identification card. Call your nearest Peoples Customer Service Center if you ever question an employee's identity.

A printed form will be left if the meter reader cannot get to your meter. Please fill in your current meter reading and return the form by the date indicated. Otherwise your gas bill will be estimated based on your past gas usage, weather conditions and the number of days in the billing period. Unforeseen circumstances, such as extreme weather, also might require a bill to be estimated.

How To Read Your Meter

Read the dials from left to right, recording the lower number next to the dial. If the hand is between 3 and 4, for example, the reading is 3. The meter reading in this illustration is 3059.



7 ◀

Your Gas Bill

Your bill will be mailed at about the same date each month.

Payment can be made electronically through our CheckLINESM payment service, or at any Peoples Customer Service Center, or by using the reusable envelope provided. Detach the bottom portion of the bill and return it with your payment. Be sure the company address shows through the window after you have inserted the bill and payment in the envelope. Keep the top portion of the bill for your records.

Billing is for the previous month's usage. Payment is due on the date indicated on the bill.

Special Payment Programs

Peoples offers several programs to make bill paying easier and more convenient for you.

StreamLINESM

StreamLINE allows you to take control of your monthly utility bill by paying the same amount every month. Your monthly bill is based on the average of your energy costs for the previous 12 months. With StreamLINE, you'll know exactly what your monthly bill will be, and you'll never pay for more energy than you use.

CheckLINESM

CheckLINE simplifies your busy schedule by authorizing your bank or credit union to pay your monthly energy bill for you. No more late charges. No more worries about sending a check while you're on vacation.

All of this added convenience at no additional cost. And you'll still receive a monthly statement detailing your charges.

Payment Assistance

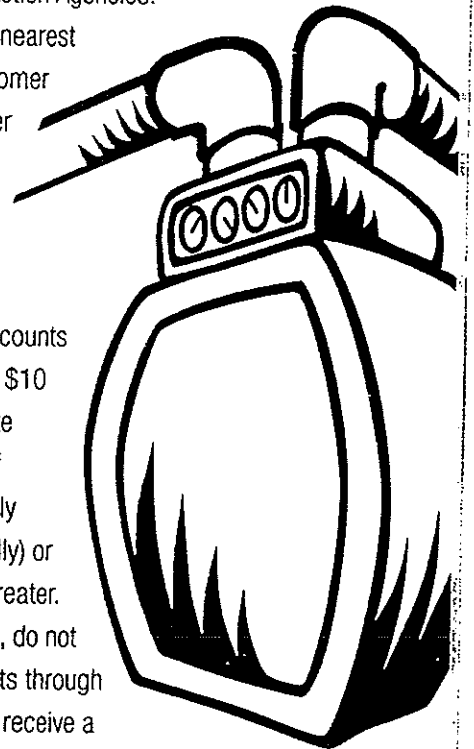
If you anticipate a problem paying your bill, contact your nearest Peoples Customer Service Center as early as possible. We can arrange an installment payment plan to help you.

Payment assistance and weatherization aid also are available to qualified customers through various federal, state and local agencies and programs, including the Department of Public Service and Community Action Agencies.

Contact your nearest Peoples Customer Service Center for more information.

Late Payments

Delinquent accounts totaling more than \$10 are subject to a late payment charge of 1.5 percent monthly (18 percent annually) or \$1, whichever is greater. For your protection, do not send cash payments through the mail. Failure to receive a bill is not sufficient reason for nonpayment.



How To Read Your Gas Bill

Our energy statements are designed to be both informative and easy-to-read. The energy use profile helps you track your natural gas use and how it is affected by factors such as temperature and conservation. Your energy use and cost calculations are clearly detailed, as are charges for merchandise and other services.

The back of your bill includes explanations of the various codes used on your energy

statement, as well as additional services available through Peoples.

To hold down costs and help preserve natural resources, Peoples bills are sent in reusable envelopes made of recycled paper. Detailed instructions are printed on the envelope about how to reform it for bill payment. Postage is required to return the reusable envelope. Stop by or call your nearest Peoples Customer Service Center if you have any questions or need assistance.

- 1** The Energy Use Profile provides a comparison of your natural gas use for the past 13 months if you've had service at the same address. It includes a bar graph of actual use as well as a number comparison for the same month last year.
- 2** These blocks show the amount due for the previous month's service, as well as the deadline for payment.
- 3** These billing calculations show the type of service, the rate schedule used to compute your bill and meter readings for the beginning and end of this billing period. Usage also is adjusted for pressure and BTU content. Both terms are explained on the back of the bill.
- 4** Taxes and other adjustments or refunds are applied to the gas cost amount to determine current gas charges.
- 5** Charges for appliance purchases, Service Guard and other services are added to the amount due.
- 6** This includes all past due balances and current charges, which are used to calculate the net amount due.
- 7** The detachable bottom portion of the bill is to be returned with your payment.

PEOPLES NATURAL GAS		FOR ASSISTANCE CONTACT PEOPLES (632) 425-1500		DE HOMEOWNET			
ENERGYONE.							
BILLING DATE: DEC 29, 1996 ACCOUNT NUMBER: 00000-0000 SERVICE LOCATION: 1234 MAIN AVE			CURRENT GAS PRICE FOR THE PAST 12 MONTHS BILLING 9 CUBIC FT CCF 4.98 BALLY PERIOD 8/15 1.34 8.1% 28 1996 12 1.34 8.1% 28 1995 12 1.34 6.15 27 CCF				
1234 MAIN AVE JOHN DOE 1234 MAILING ADDRESS HOMETOWN, NE 12345-6789							
NET AMOUNT DUE 41.25 PAY 2 JAN 13							
BILLING PERIOD: NOV 17 TO DEC 19							
DATE	READING	PREL	ADJ	BASE	PREL/AC	CURT	AMOUNT
12/29/96	1376	1376	1.34	1.34	1.34	1.34	41.25
START VAL 67.28		SERVICE CHARG 0.25				STANDARDIZED BALANCE 12.50	
CURRENT GAS 4 67.28		CURRENT PRIC 5 0.15				STANDARDIZED PRIC 15.00	
						CURRENT PRIC 0.25	
LAST PAYMENT OF 14.25 WAS RECEIVED NOV 24 - THANK YOU!						NET AMOUNT DUE 41.25	
• A CUSTOMER INFORMATION SHEET SUMMARIZING THE RULES AND REGULATIONS UNDER WHICH WE PROVIDE SERVICE IS AVAILABLE UPON REQUEST AT YOUR SERVICE CENTER. • WE REQUEST AMOUNT IN EXCESS OF \$10 BE SUBJECT TO A LATE PAYMENT CHARGE OF 5.5% MONTHLY (LATE UNUSUALLY) ON 81.00. RECEIVERS IS GREATER. A PAYMENT IS TOWNS NECESSARY IF NOT RECEIVED BY 11:59 PM. • ELIGIBLE UNPAYERABLE ENERGY BILLS FROM THE STANDARD PAYMENT PROGRAM. WITH STANDARD. YOU'LL GET THE SAME AMOUNT EVERY MONTH, NO MATTER HOW COOL IT GETS. CALL YOUR NEAREST OUTSTANDING. YOU'LL GET TO SIGN UP TODAY. • THIS MONTH'S BILL INDICATES A RATE INCREASE OF 0.05347 CCF EFFECTIVE DEC 2, 1996. THIS RATE CHANGE IS THE RESULT OF CHANGES IN SUPPLIER GAS COSTS.							
PEOPLES NATURAL GAS						1 OF 1	
ENERGYONE.							
ACCOUNT 00000-0000		GAS 33.00	PRIC 0.25	NET AMOUNT DUE 41.25			
				PAY BY JAN 13			
F21 0116 8868000000000000000412500000041250313							
1234 MAIN AVE PEOPLE'S NATURAL GAS PO BOX 27-648 CIRCLE CITY, MO 64128-6448		JOHN DOE 1234 MAILING ADDRESS HOMETOWN, NE 12345-6789		AMOUNT PAID			
15-01 1		Please return this portion with your payment and allow time for mailing.					
00017		Bill may be paid to authorized collector or Peoples Service Center.					
00000000							

Disconnection Of Service

The Minnesota Cold Weather Rule prohibits disconnection of service if a residential customer is unable to pay for utility service between Oct. 15 and April 15, if requirements are met. An explanation of this rule is provided to all new residential customers and is mailed each fall to current customers.

Notice Of Disconnection

Gas service may be disconnected, with notice, for:

- ▶ *Nonpayment of bill.*
- ▶ *Failure to meet deposit and credit requirements.*
- ▶ *Failure to comply with Peoples rules and regulations.*
- ▶ *Failure to provide Peoples with reasonable access to the company's equipment.*
- ▶ *Failure to furnish service equipment and/or rights-of-way necessary to allow Peoples to provide gas service to the customer.*
- ▶ *Request by customer to disconnect service.*
- ▶ *Resale or redistribution of gas service by the customer (48 hours' notice).*

Except as otherwise noted, the customer will be notified at least five days in advance, not including Sundays or holidays, if service is to be disconnected. Notice of disconnection will be in writing and will include the date of and reason for the disconnection, as well as how to avoid such action.

Residential customers have the right to arrange a payment schedule to avoid disconnection.

Disconnection Without Notice

Service can be disconnected, without notice, for:

- ▶ *Unauthorized diversion of utility service and/or unauthorized use or tampering with Peoples' service equipment.*
- ▶ *Dangerous conditions found on the customer's premises.*
- ▶ *Willful or continued failure to comply with curtailment orders.*

Third-Party Notice

Residential customers can ask that a copy of any disconnection notice be sent to a friend or relative. This service is particularly beneficial for the disabled, handicapped or elderly. Customers will be informed annually of the right to arrange for the third-party notice. There is no charge for this service.

Reconnection

If service has been disconnected due to inability to pay, the customer may be required to agree to a company-approved payment schedule before service will be restored. Also, the customer must pay a reconnection fee, plus any new deposit requirements. Voluntary disconnection of service also will require a reconnection fee.

Regulations

Natural gas rates are approved by the Minnesota Public Utilities Commission. Copies of the rate schedules are available at your nearest Peoples Customer Service Center and the Minnesota Public Utilities Commission. The regulations are as contained in the Peoples Natural Gas Tariff with the state of Minnesota as of the date of printing of this handbook.

Rules of the Commission

Here are some rules of the Minnesota Public Utilities Commission that might affect you:

PUC 7820.0300 Complaint Procedures

b. If any complaint cannot be promptly resolved, the utility shall contact the customer within five (5) business days and at least once every fourteen (14) calendar days thereafter and advise the customer regarding the status of its investigation until:

- (1) The complaint is mutually resolved; or
- (2) The utility advises the customer of the results of its investigation and final disposition of the matter; or
- (3) The customer files a written complaint with the Public Utilities Commission or the courts.

PUC 7820.2700 Disputes

Whenever the customer advises the utility's designated representative prior to the disconnection of service that any part of the billing as rendered or any part of the service is in dispute, the utility shall:

- (a) Investigate the dispute promptly.
- (b) Advise customer of investigation and its result.
- (c) Attempt to resolve dispute.
- (d) Withhold disconnection of service until the investigation is completed and the customer is informed of the findings in writing.
- (e) Upon the findings of the utility, the customer must submit payment in full of any bill which is due.
- (f) If the dispute is not resolved to the satisfaction of the customer, he or she must submit the entire payment and may designate the disputed portion to be placed in escrow to the utility. Such payment shall be called an "escrow payment."

PUC 7820.2800 Escrow Payments for Disputes

- (a) To submit a payment in escrow, the customer must make payment of the amount due as shown on the bill through an "escrow payment form," clearly marked and provided by the utility.
- (b) The "escrow payment form" must provide space for

the customer to explain why the utility's resolution of the dispute is unsatisfactory to the customer. The form must be in three (3) copies, one of which will be retained by the customer.

- (c) A copy of the "escrow payment form" must be forwarded by the customer to the Public Utilities Commission.
- (d) Any escrow payment to the utility may be applied by the utility as any normal payment received by the utility.
- (e) After escrow payment has been made, the customer and the utility may still resolve the dispute to their mutual satisfaction.
- (f) By submitting the "escrow payment form" to the Commission, the customer shall be deemed to have filed an informal complaint against the utility, pursuant to the Commission's Rules of Practice (PUC Rules 7830.0100 through 7830.4300).
- (g) Upon settlement of the dispute, any sum found to be entitled to be refunded to the customer shall be supplemented by a six percent (6%) per annum interest charge from the date of payment to the date of return by the utility.

PUC 7820.2900 Utility Waiver of Right to Disconnect Service and Emergency Status of the Customer

The customer may apply to the utility to waive its right to disconnect. If the utility refuses to waive its right to disconnect, the customer may apply to the Commission for emergency status. If the Commission determines the customer has a probable claim in the dispute and that hardship may result in the event of disconnection of service, it may declare an emergency status to exist and order the utility to continue service for a period not to exceed thirty (30) days.

PUC 7820.3000 No Obligation to Suspend Discontinuance of Service Unless Current Bills Paid

Notwithstanding anything herein to the contrary, the utility shall not be obligated to suspend discontinuance of service upon the filing for review with the Commission, unless the customer shall pay, when due, all current bills rendered during the pendency. If, following the first filing for review with the Commission, the same customer or any other person files for any subsequent review by the Commission pertaining to the same account, such subsequent filings shall not relieve the customer from the obligation to pay for service rendered after the first filing. If subsequent requests for review are filed during the pendency of the first review, all designated disputed payment or portions thereof made after the first filing shall be considered to be made into escrow.

The Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

Consumer Affairs Office

Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101
or 800-657-3782 toll free

A copy of the complete set of Minnesota Rules for the Public Utilities Commission can be obtained from:

State Register and Public Documents Division
Department of Administration
117 University Avenue
St. Paul, MN 55155
612-297-3000

Additional Services

Peoples offers more than just natural gas service.

Service Guard® Repair Service

Take the worry out of large, unexpected home appliance repair bills with Service Guard. For a low monthly fee, Service Guard provides coverage on most parts and labor for repair of gas heating systems, as well as gas or electric water heaters, ranges and dryers in your home.

For more extensive coverage, Service Guard Plus also includes washers, refrigerators and air conditioners. Service Guard and Service Guard Plus cost less than individual service contracts and cover both old and new appliances. Call Peoples to sign up.

Appliance Repair Service

Peoples' trained service technicians also provide competitively priced parts and labor for repairs of major gas or electric home appliances on an as-needed basis.

EnergyOne™ Carbon Monoxide Detector

Protect yourself and your family from the dangers of carbon monoxide in your home with the EnergyOne CO Detector. Available in standard or digital display models, it utilizes the latest electronic sensing technology and features integrated battery back-up and a full five-year warranty. Easy payment plans are available, and we ship directly to your home. To order, call 800-377-1129.

Energy Savers *plus*

Energy conservation and weatherization can help reduce your energy bills. Peoples has free information on how to improve the energy efficiency of your home or business. Stop by your nearest Peoples Customer Service Center to learn how to help save your energy dollars.

Also, the company offers a free home energy audit. Certified energy consultants provide a written estimate of costs and savings for energy conservation actions tailored to your home.

Economic Development Assistance

Various economic development programs are available to help communities and businesses with expansion efforts. These programs also assist companies in identifying potential market changes so businesses can capitalize on opportunities and strengthen vulnerable areas.

Scholarship programs also are available to community leaders and public officials. Contact your nearest Peoples Customer Service Center to learn how to qualify for these programs.

Community Involvement

Peoples employees are active in the communities in which they live and provide service. After normal business hours, many employees can be found attending club meetings, organizing town functions or helping those less fortunate. The company also makes contributions to organizations throughout its service area.

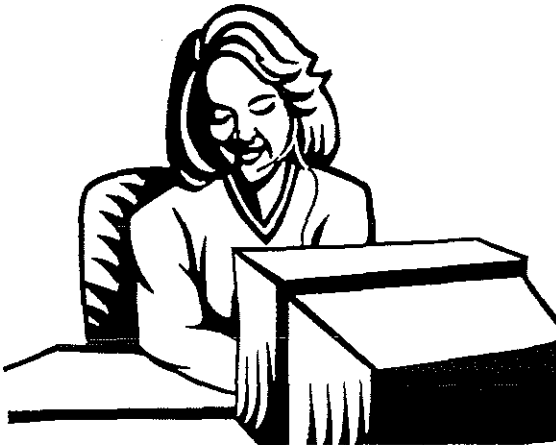
Customer Service Centers

Bemidji 301 2nd St., N.W.
Bemidji, MN 56619-0189
218-751-2216 or
800-410-2036

Detroit Lakes 1012 Washington Ave.
Detroit Lakes, MN 56501-0783
218-847-9242 or
800-262-9783
also serves:
Ada Audubon Frazee

Fairmont 201 E. 3rd St.
Fairmont, MN 56031-0231
507-235-6666 or
800-767-7143
also serves:
Alden Dunnell Ellendale
Emmons Freeborn Heron Lake
Jackson Lakefield New Richland
Northrop Okabena Sherburn
Trimont Truman Twin Lakes
Welcome Wells

Pine City 155 Sixth Street
Pine City, MN 55063-0029
612-629-2533 or
800-862-7088
also serves:
Camp Ripley Finlayson Harris
Hinckley Maynew Mora
North Branch Pokegama Lake Rush City
Rush Lake Sandstone Scandia
Sturgeon Lake Willow River



► 18

Rochester 519 First Ave. S.W.
Rochester, MN 55902-3398
507-288-6721 or
800-562-1775
also serves:

Altura	Blooming Prairie	Brownsdale
Byron	Caledonia	Canton
Chatfield	Claremont	Dodge Center
Dover	Elgin	Eyota
Fountain	Harmony	Hayfield
Hayward	Houston	Kasson
Kenyon	LaCrescent	Lanesboro
Lansing	Lewiston	Mabel
Mantorville	Oakland	Oronoco
Peterson	Pine Island	Plainview
Preston	Rushford	Spring Valley
Spring Grove	St. Charles	Stewartville
Utica	Viola	Waltham
Wanamingo	West Concord	Zumbrota

Rosemount 2665 145th St. West
Rosemount, MN 55068-0455
612-423-5900

also serves:
Cannon Falls Castle Rock Eagan
Elko Farmington Lakeville
New Market Randolph Spring Lake
Webster

Windom 948 Fourth Ave.
Windom, MN 56101-0304
507-831-3241 or
800-764-3241

also serves:
Butterfield Cottonwood Lamberton
Mountain Lake Revere Sanborn
Tracy Walnut Grove

Worthington 1106 Third Ave.
Worthington, MN 56187-0845
507-376-6151 or
800-416-2903

also serves:
Appleton Canby Hendricks
Ivanhoe Madison Ortonville

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♻️ Printed on recycled paper

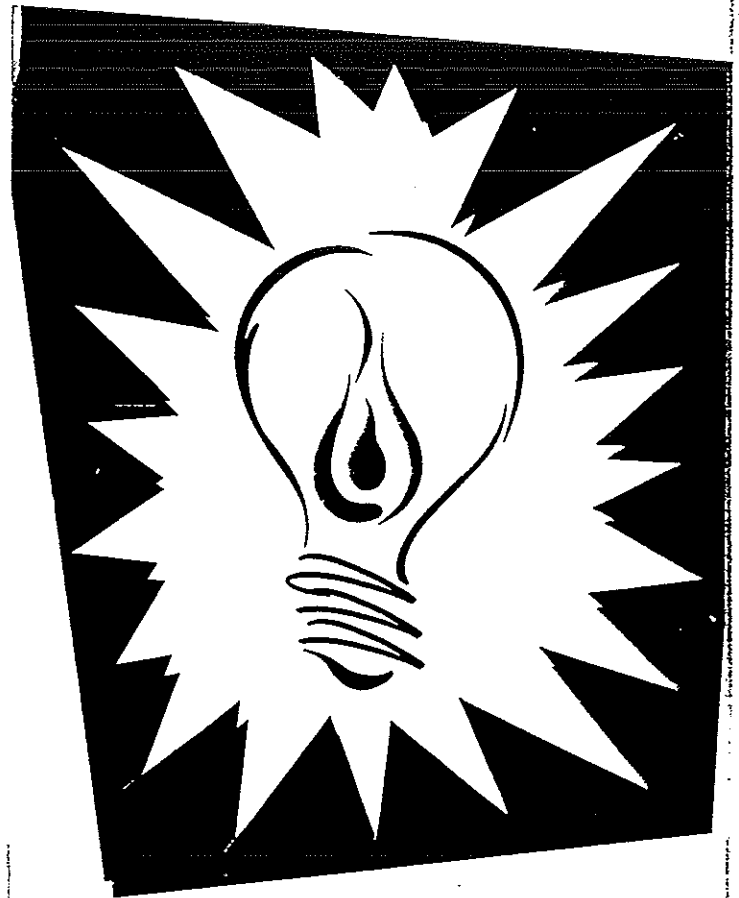
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PEOPLES NATURAL GAS

ENERGYONE™

48-3707 96-002

Missouri Customer Information Handbook



MISSOURI PUBLIC SERVICE

ENERGY ONE.

A Division of UtiliCorp United

Missouri Public Service is pleased to have you as a customer. For nearly 80 years, we've been delivering safe, reliable, cost-effective energy to western Missouri. We constantly work to meet your highest expectations for service.

This handbook provides answers to questions you might have about what to expect as a Missouri Public Service customer, information about special services available to you, and tips for reducing your energy costs. If you have other questions, please call or stop by your local Missouri Public Service office. The addresses and telephone numbers are printed at the back of this handbook and on your monthly bill.

Missouri Public Service is a division of UtiliCorp United, a Kansas City-based company that provides gas and electric service to approximately 1.7 million customers in eight states, one Canadian province and Australia. Copies of our rate schedules and more detailed rules and regulations regarding our services are available at your local Missouri Public Service office, or by calling 800-346-6782. Our rates and services are regulated by the Public Service Commission (PSC). See page 11 for the PSC's address and telephone number.



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Special Benefits And Services For Our Customers

Call or stop by your Missouri Public Service office for more information on these programs and services:

Appliance financing

You can get competitive-rate financing on purchases of high-efficiency heating and cooling equipment. Payments are included in your monthly energy bill. Call 800-526-3348 for details.

CheckLINESM

CheckLINE simplifies your busy schedule by authorizing your bank or credit union to pay your monthly energy bill for you. No more late charges. No more worries about sending a check while you're on vacation. All of this added convenience at no additional cost. And you'll receive a monthly statement detailing your charges. To sign up for CheckLINE, call 800-346-6782.

Cold Weather Rule

Missouri Public Service customers who are not able to pay their utility bills in full between Nov. 1 and March 31 may qualify for payment assistance. To be eligible, a customer must advise Missouri Public Service about their inability to pay; apply for financial assistance from outside sources; make an initial payment; enter into a payment agreement with us; and not be disqualified from receiving energy service for lawful reasons. Energy service may be disconnected any time the temperature rises above 30 degrees if a customer defaults on the payment agreement.

Energy Aid

By adding a dollar or more to your Missouri Public Service payment, you can lend a helping hand to your neighbors. Contributions help pay emergency, energy-related expenses for disabled, elderly and disadvantaged persons. Missouri Public Service matches a portion of customer contributions.

EnergyOneTM Carbon Monoxide Detector

Protect yourself and your family from the dangers of carbon monoxide in your home with the EnergyOne Carbon Monoxide Detector. Available in standard or digital display models, it utilizes the latest electronic sensing technology and features integrated battery back-up and a full five-year warranty. Easy payment plans are available, and we ship directly to your home. To order, call 800-377-1129.

Heat pump inspection and Comfort PledgeSM

Missouri Public Service inspects every new heat pump we finance and offers a Comfort Pledge satisfaction guarantee for new heat pumps installed by dealers registered with Missouri Public Service. Call 800-526-3348 for details.



Reduced electric rates

Electric customers who rely on electricity for home heating qualify for reduced rates from Missouri Public Service during winter-heating months (October through May). To find out how much you can save, call 800-526-3348.

Registered elderly and disabled program

Anyone at least 60 years old or disabled can ask to have a copy of any disconnection notice mailed to a friend or relative to alert them that service is about to be shut off.

StreamLINESM

StreamLINE allows you to take control of your monthly energy bill by leveling out your payment amounts. Your monthly bill is based on the average of your energy costs for the previous 12 months. Avoid seasonal ups and downs in your energy bills with this free service. For more information or to sign up for StreamLINE, call 800-346-6782

Tree trimming

To help maintain reliable service for customers, Missouri Public Service trims trees near major power lines. Customers are notified prior to trimming in their area. To find out the best trees to plant near power lines, call or stop by your Missouri Public Service office for a free copy of "The Right Tree in the Right Place."

Special Services For Our Communities

Energy safety programs

Retired Missouri Public Service employees give energy safety demonstrations in elementary schools throughout our service area.

McGruff truck

Missouri Public Service truck drivers will "call for help" for a child or anyone in need of assistance. McGruff trucks have a decal with a picture of McGruff the Crime Dog on both bumpers. To signal that you need help, wave both arms back and forth above your head.

Arranging For Service

You can usually arrange for service by phone. Call Missouri Public Service at 800-346-6782 at least 24 hours in advance. As long as the meter is outside the residence and not within a locked fence, you do not need to be present when electric service is turned on. However, someone must be at the residence when natural gas service is turned on so pilot lights can be lit.

A deposit may be requested from new customers, those reconnecting service after disconnection for non-payment, customers who have failed to pay their bill by the due date for five of 12 consecutive billing periods, and anyone who tampered with our service at their property. The deposit will usually be one-sixth of the annual energy costs for the residence. Interest at the rate of nine percent per year will be paid on deposits. Your deposit, plus any interest, will be refunded if you move out of our service area or have 12 consecutive months of prompt payment and your account is current.

To request disconnection of service, call us at least 24 hours in advance. If your Missouri Public Service meter is outside the residence and not within a locked fence, you do not need to be present when service is disconnected.

Paying Your Bill

Payment due

The due date (21 calendar days from the date the bill is mailed) and amount due are shown on your bill.

How to pay

You can mail your payment in the envelope provided or pay at your local Missouri Public Service office. To pay in person, please bring your complete bill to avoid waiting while a separate receipt is created. A convenient option is CheckLINE, a free service that pays your Missouri Public Service bill automatically from your bank account. (See page 3 for details on CheckLINE.)

24-hour depository boxes

These are available at most Missouri Public Service offices. Include the payment stub from your bill with your check or money order.

Late charges

These result when payments arrive after the due date printed on your bill. The charge is 1.5 percent of the total amount of the unpaid bill.

Why Your Bill Varies

Your monthly energy bill may vary significantly — from month to month or from the previous year.

Seasonal electric rates

Rates are higher from June through September, when demand is highest, than from October through May.

Season-related changes

Air conditioners, fans, freezers and refrigerators work harder in the summer. Cold weather requires more energy for heating, including operation of furnace and boiler pumps, motors and fans. Reduced daylight during winter also means increased lighting needs.

Efficiency of appliances

Older, less-efficient appliances use more energy. Replacing them with high-efficiency units can significantly reduce your energy usage.

New appliances

Adding appliances can boost your bill, especially if you add a water bed or swimming pool heater.

Changes in living habits

Your energy bill can increase because of a new baby, more entertaining, etc.

For natural gas customers

Rates are adjusted periodically because of increases and decreases in the prices charged by companies that supply the gas we deliver to you. These changes are reflected on your bill as Purchased Gas Adjustments (PGA).

Your energy bill also may be significantly different from

your neighbor's because of various factors, including R-value of insulation, thermostat settings, hours at home, and efficiency of heating and cooling equipment.

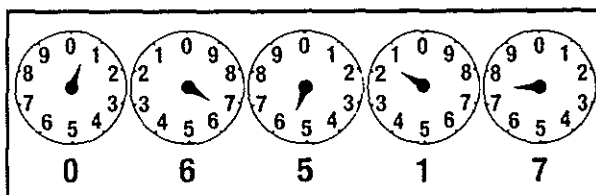
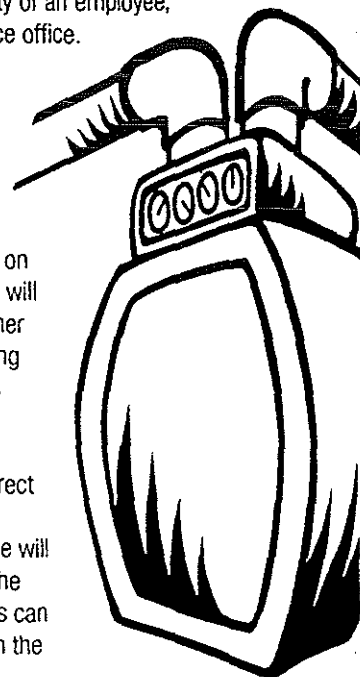
Reading Your Meter

A Missouri Public Service employee will read your meter at about the same time each month, usually every 30 days. Every employee has a Missouri Public Service identification card. If you question the identity of an employee, call your Missouri Public Service office.

Family pets, locked gates and extreme weather are the main reasons that a meter cannot be read, which causes an estimated bill. In most cases, the reason for the estimate will be printed on the bill. Missouri Public Service will estimate usage based on weather and other factors. After a reading can be taken, the next month's bill will be adjusted to show actual usage.

If a meter reading is incorrect or a meter does not function properly, Missouri Public Service will refund any overcharge during the previous 60 months. Customers can be billed for any undercharge in the previous 12 months.

If you have a question about your bill or are simply interested in seeing how much energy you're using, you can read your own meter. Stand directly in front of the meter so you can see the position of the indicators. When the hand is between two numbers, write down the smaller number. Subtract last month's reading from this month's to find out how much energy you've used.



Understanding Your Bill

- 1 **Office information:** For your convenience, each bill shows the Missouri Public Service office serving you, and its address, phone number(s), and office hours.
- 2 **Service Type:** This indicates the rate(s) used to calculate your Missouri Public Service bill. You can request a copy of specific rates from your local office.
- 3 **Bill period:** This lists the dates of service being billed as well as the number of days in the bill period. This may vary from month to month.
- 4 **Readings:** These are the meter readings at the beginning and end of the bill period (see page 7 for instructions on how to read your own meter).
- 5 **Bill summary:** This shows the amount of energy, the cost of that service, taxes paid to the state and the local community, any additional charges to your bill, and the amount due.
- 6 **Average cost per day and messages:** This shows the average amount you paid each day for energy, as well as various messages, including the reason that a bill was estimated.
- 7 **Return portion of bill:** This section should be included with your payment by mail or in one of Missouri Public Service's 24-hour depositories. If you are paying in person, please bring the entire bill to avoid waiting while a separate receipt is created.
- 8 **Energy Aid:** Customers can add a tax-deductible contribution to their Missouri Public Service payment or enclose a separate check payable to Energy Aid. Energy Aid helps pay energy bills for the disabled, elderly or families in need.

MISSOURI PUBLIC SERVICE																																				
ENERGY ONE.																																				
1 OUR OFFICE SERVING YOU 1008 MAIN P.O. BOX 580 BLUE SPRINGS, MO 64013 816-353-5000 OFFICE HOURS: 8:00 A.M. TO 4:30 P.M. MON THRU FRI					CUSTOMER INFORMATION JOHN DOE 123 MAIN ST. ACCOUNT NUMBER 123 456789 001 BILLING DATE 06/01/96																															
2 THANK YOU FOR YOUR LAST PAYMENT OF \$54.25 RECEIVED ON 5/24/96. AVERAGE DAILY USAGE 6 ...CURRENT CHARGES... E060 METERED ELEC 28 DAY BILL AVERAGE COST PER DAY IS \$2.10. G300 METERED GAS 28 DAY BILL AVERAGE COST PER DAY IS \$0.52 CHECK THE INSERT WITH YOUR BILL FOR INFORMATION ABOUT MODURIT TRUCK AND OTHER MISSOURI PUBLIC SERVICE EFFORTS TO HELP THE COMMUNITY. DEPOSIT: YES 300.00					3 <table border="1"> <thead> <tr> <th>SERV TYPE</th> <th>BILL PERIOD FROM TO</th> <th>DAYS</th> <th>METER NO</th> <th>READING'S PREY</th> <th>PREL</th> <th>MULT</th> <th>USAGE</th> <th>TYPE</th> </tr> </thead> <tbody> <tr> <td>E060</td> <td>12/19 8/1/95</td> <td>28</td> <td>5E78077</td> <td>30395</td> <td>31170</td> <td>1.8</td> <td>775</td> <td>KWH</td> </tr> <tr> <td>G300</td> <td>12/19 8/1/95</td> <td>28</td> <td>5P18765</td> <td>4242</td> <td>4248</td> <td>1.000</td> <td>7</td> <td>CCF</td> </tr> </tbody> </table>					SERV TYPE	BILL PERIOD FROM TO	DAYS	METER NO	READING'S PREY	PREL	MULT	USAGE	TYPE	E060	12/19 8/1/95	28	5E78077	30395	31170	1.8	775	KWH	G300	12/19 8/1/95	28	5P18765	4242	4248	1.000	7	CCF
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4 CHARGES ELECTRIC ENERGY E310- 775 \$ 54.74 GAS ENERGY G300 7 19.43 TOTAL UTILITY CHARGES \$ 74.17 TAXES STATE SALES TAX 8.73 CITY SALES TAX 0.00 COUNTY SALES TAX 0.00 FRANCHISE TAX 3.84 TOTAL TAXES 12.57 TOTAL CURRENT MONTH CHARGES 86.74 PREVIOUS BALANCE 0.00					5																															
PLEASE PAY BY 10/10/96 IF PAYING AFTER 10/25/96					TOTAL AMOUNT DUE 06/26/96 \$73.74																															
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ACCOUNT INFORMATION ACCOUNT NUMBER 123 456789 001 DATE BILL DUE 06/26/96 AMOUNT DUE \$73.74					7 MY PAYMENT INCLUDES A \$1 TAX-DEDUCTIBLE CONTRIBUTION TO ENERGY AID																															

Service Disconnection

Call Missouri Public Service right away at 800-346-6782 if you can't pay your bill on time or if there's a problem with your bill. We'll work with you to make payment arrangements or resolve any problems to avoid interruption of service.

Failure to pay your utility bill will result in termination of service. Before service is disconnected, you will receive a pink "shut-off notice" indicating when service will be disconnected. To avoid disconnection, bring the notice and payment to a Missouri Public Service office prior to the specified date. If service is disconnected for nonpayment, you must pay a deposit, a reconnection charge and the delinquent bill to have service reconnected.

If disconnection would create a life-threatening situation for a permanent household resident, contact Missouri Public Service. You will be given up to 21 additional days to make reasonable payment arrangements. If you will be away from home for an extended period, you may pay in advance or arrange for Missouri Public Service to send your bill to another person.

Problems Or Complaints

Contact your local Missouri Public Service office if you have a problem with or complaint about our service. If there is not a Missouri Public Service office in your community, call us toll free at 800-346-6782. Missouri Public Service employees will make every effort to work out a solution. If service disconnection is involved, you must contact Missouri Public Service at least 24 hours before service is scheduled to be shut off.

A customer who disputes a bill amount must pay any undisputed amount. If the customer and Missouri Public Service do not agree, the customer will pay 50 percent of the disputed charge or an amount based on usage under similar conditions. If this amount is not paid within four days, Missouri Public Service may proceed to disconnect service. If we are overpaid, we'll promptly refund the excess. If you fail to cooperate in the investigation of the matter or refuse to accept a reasonable settlement agreement, service can be shut off within five days after proper notification.

If you feel the matter was not handled properly by the local office, send pertinent information to the Division Manager-Customer Accounts, Missouri Public Service, P.O. Box 11739, Kansas City, MO 64138. Be sure to include your address and phone number. We will promptly investigate,

confer with you if requested and follow up in writing or by phone.

If the complaint still is not resolved to your satisfaction, you can file an informal complaint in writing, by telephone, or in person with the Public Service Commission, which regulates investor-owned utilities in Missouri:

Public Service Commission of Missouri
Truman State Office Building, P.O. Box 360
Jefferson City, MO 65102
800-392-4211

Give your name, address and phone number; our name; the reason for the complaint or dispute; and a description of the action you expect from the Commission. If you are unhappy with the results of the informal investigation, you can file a formal complaint. You may have to appear before the Commission at a hearing at its Jefferson City office.

You could also refer to the Office of the Public Counsel, which represents the interests of Missouri residential and small-business ratepayers:

Office of the Public Counsel
Truman State Office Building, P.O. Box 7800
Jefferson City, MO 65102
314-751-4857

What To Do If Your Lights Go Out

Missouri Public Service continually works to provide safe, reliable energy. In spite of our best efforts, your electric service may be interrupted occasionally. Here are some ways that you can help speed restoration of service:

- ▶ If lights are still on in your neighbor's home, check for blown fuses or a tripped circuit breaker in your home. If your neighbors don't have lights, or you can't locate the problem, call Missouri Public Service (or your electric company if it's not us).
- ▶ Turn off all electric appliances and disconnect electronic equipment. Leave a single lamp or radio turned on so you'll know when power is restored.
- ▶ Do not open refrigerators or freezers unless absolutely necessary. An unopened, fully loaded freezer can keep foods frozen up to 48 hours without electricity.

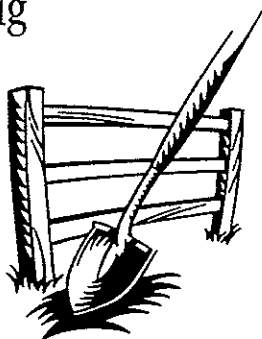
What To Do If You Smell Natural Gas

It's important to be alert for the distinctively unpleasant odor of natural gas. If the gas odor is strong, don't look for the source of the gas leak. **Get out immediately! Do not light a match. Do not turn lights or appliances on or off. Do not use the telephone. Go to a neighbor's and call Missouri Public Service** (or your natural gas company if it's not us) and the fire department.

If the odor is faint, check pilot lights, the oven and burners on a gas stove, gas space heater, furnace, and water heater. If you don't locate the source of the problem, open windows and doors so natural gas can dissipate. Leave immediately and call Missouri Public Service (or your natural gas company if it's not us) from a neighbor's house.

Call Before You Dig

Call 800-344-7483 (800-DIG RITE) at least 48 hours before you dig to plant a tree, build a fence, or begin any project that might require digging. This free service will notify all affected utilities about your plans. Utility personnel will mark the location of underground facilities.



Work Near Overhead Power Lines

To avoid injury, call Missouri Public Service (or your electric company if it's not us) before you do any work within 10 feet of a major overhead power line. The state of Missouri fines individuals or companies that don't contact the local utility.

Electric Safety Tips

- ▶ Do not touch a downed power line or attempt to rescue someone in contact with a power line. If a line falls on your car when you're in it, stay inside and wait for help. If you must get out, open the door and jump clear.

- ▶ Never fly a kite or metallic balloon near power lines, and don't climb a tree that has power lines in it.
- ▶ Don't allow children to play on the green pad-mount transformer used with underground power lines. If you build a fence, be sure to leave 12 feet of clearance on the side with the padlock and three feet on other sides.
- ▶ Hire a professional to install CB and TV antennas and other unwieldy objects like aluminum siding, and keep ladders and other tall items away from overhead lines.
- ▶ Never use electric equipment if your hands or feet are wet or if you are standing on wet ground.
- ▶ Install surge protectors on sensitive electronic equipment to protect against power surges or lightning.

Natural Gas Safety Tips

- ▶ Arrange for natural gas appliances and equipment to be installed and/or repaired by a trained professional.
- ▶ Keep an approved and charged fire extinguisher near natural gas appliances or equipment.
- ▶ Teach children not to turn on or attempt to light a natural gas appliance.
- ▶ Have your natural gas furnace and major natural gas appliances checked regularly by a professional to be sure they are properly vented.
- ▶ Have flexible connectors checked if your natural gas appliances are more than 20 years old or have been moved frequently. This accordion-like piping connects appliances to the natural gas service line.

Reducing Home Energy Costs

For heating and cooling:

- ▶ Reduce heating and cooling costs up to 10 percent by caulking and sealing around windows and doors.
- ▶ Consider replacing an older heating/cooling system with more energy-efficient equipment. Choose a system that matches the size of the area you want heated/cooled. For help with your decision as well as for financing information, call 800-526-3348.
- ▶ Add insulation in the attic to reduce energy bills as much as 30 percent. For this part of the country, the

U.S. Department of Energy recommends R-30 insulation for ceilings below ventilated attics and R-19 for exterior walls.

- ▶ Use ceiling or attic fans in the summer. Attic fans, for example, create breezes that can make the temperature seem two to eight degrees cooler than it actually is.
- ▶ Set your home's thermostat at 75 degrees or higher during the summer; 65 degrees or lower in winter.
- ▶ Install a set-back thermostat to automatically adjust the temperature at night and when you're not home. If your home has a heat pump, you'll need a setback thermostat designed to maximize its efficiency.

For the kitchen:

- ▶ Don't place your refrigerator or freezer in direct sunlight or near any source of warm air, such as the range, dishwasher or heating ducts.
- ▶ Don't peek when baking in your oven. Twenty percent of oven heat can be lost every time you open the door.
- ▶ Clean your self-cleaning oven right after cooking while the oven is still heated.
- ▶ Consider using a microwave for cooking. It cooks foods faster and at a lower wattage than an oven.
- ▶ Whenever possible, run full loads in the dishwasher.

For the laundry:

- ▶ During the summer, wash and dry clothes during the cooler evening hours.
- ▶ Wash clothes in warm or cold water whenever possible.
- ▶ Clean the lint screen on your dryer after each load.
- ▶ Buy permanent-press clothes. Hand irons use as much electricity as ten 100-watt light bulbs.
- ▶ Dry larger, bulkier clothes by themselves. Use a shorter cycle for small, light garments. Avoid overdrying.

For lighting:

- ▶ Substitute fluorescent lighting for incandescent whenever possible, especially in the kitchen and bathrooms.
- ▶ Use low-wattage bulbs in areas that do not need to be greatly illuminated, such as hallways and storage rooms.

- ▶ Look for bulbs that deliver the most "lumens" at the lowest wattage (shown on the package).
- ▶ Use one high-wattage bulb rather than several low-wattage bulbs. For example, one 100-watt bulb gives the same amount of light as two 60-watt bulbs but uses 17 percent less energy.
- ▶ Use light colors on walls, ceilings and floors.

For water use:

- ▶ Set your water heater as low as possible. If you have an automatic dishwasher, 140 degrees is recommended; otherwise, 120 degrees.
- ▶ Insulate your hot water heater and hot water pipes.
- ▶ Repair any dripping faucets. Leaky hot water faucets that drip once per second will waste about 2,500 gallons per year.
- ▶ Take showers rather than baths. Water-saving showerheads further reduce hot water use.

Call Missouri Public Service To Request More Information About:

- ▶ Heat pumps, furnaces and other high-efficiency appliances
- ▶ Financing on the purchase of high-efficiency appliances
- ▶ Natural gas safety
- ▶ Electrical safety
- ▶ Safety tips for builders and contractors
- ▶ Working safely near overhead power lines
- ▶ Energy conservation tips
- ▶ Missouri Public Service rates
- ▶ CheckLINE/StreamLINE payment plans
- ▶ Electric and magnetic fields
- ▶ Missouri Public Service's environmental efforts

800-346-6782

MISSOURI PUBLIC SERVICE

ENERGYONE_{SM}

A Division of UtiliCorp United

Missouri Public Service Offices

Belton

215 Locust Hill Road
P.O. Box 589, 64012
816-353-5000

Blue Springs

1008 W. Main
P.O. Box 580, 64013
816-353-5000

Chillicothe

303 S. Washington
P.O. Box 823, 64601
816-646-0857

Clinton

125 S. Washington
P.O. Box 346, 64735
816-885-2291

Lee's Summit

217 S.E. Main
P.O. Box 408, 64063
816-353-5000

Lexington

825 S. 13 Hwy.
P.O. Box 70, 64067
816-259-2291

Liberty

2 N. Main
P.O. Box 179, 64068
816-353-5000

Marshall

80 W. Arrow
P.O. Box 159, 65340
816-886-3318

Nevada

218 W. Walnut
P.O. Box 349, 64772
417-667-3388

Platte City

233 Main
P.O. Box 1787, 64079
816-858-4400

Rolla

1006 N. Pine, 65401
573-341-9939

Sedalia

400 S. Ohio
P.O. Box 879, 65301
816-826-7700

Trenton

1208 E. 17th
P.O. Box 450, 64683
816-359-2207

Warrensburg

110 E. Market
P.O. Box 48, 64093
816-747-8111

For after-hours calls, or if reaching the office nearest you would require a long-distance call, dial 800-346-6782. During normal business hours, 8:00 A.M. to 4:30 P.M., you may call the phone number indicated.

MISSOURI PUBLIC SERVICE

ENERGYONE.

10700 East 350 Highway
P.O. Box 11739
Kansas City, MO 64138

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KANSAS CITY, MO
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We're Experts At Providing Low-Cost Natural Gas Solutions

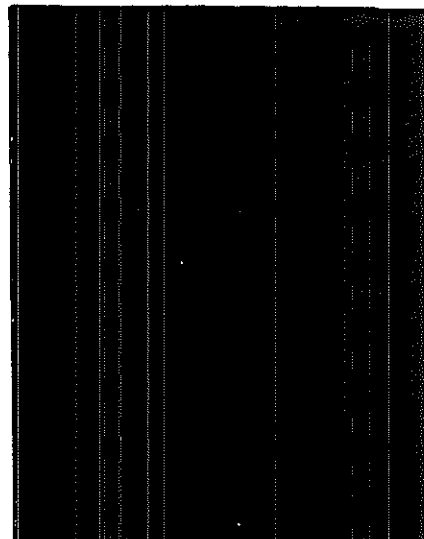
Broad Street offers **EnergyOne**, a powerful portfolio of high-quality energy products and services from UtiliCorp United, America's first national utility company.

As a non-regulated producer, operator and marketer of natural gas, Broad Street has the freedom and expertise to find less expensive sources of natural gas and pass the **savings** on to you. We also have the incentive, because we don't make money until we save you money.

Just as important, Broad Street is an asset-based company. With the financial backing of UtiliCorp, we can purchase large quantities of natural gas at **competitive** prices. That means, unlike most natural gas brokers, we actually own the gas supply. That's important, because we can guarantee delivery.

The EnergyOne family of companies provides service to more than 1.2 million customers nationwide. Our customers save between 5 to 20 percent annually on their gas costs. And there is **no minimum** usage or up-front cost required for Broad Street customers.

Supplying inexpensive natural gas is just one way Broad Street can help reduce your expenses. We also act as your energy partner, providing customized products and service packages that identify more ways to save money on natural gas. Our services are designed to help run your operations with maximum **efficiency** and cost-effectiveness.



We're Helping Companies Across America Save On Natural Gas



BROAD STREET

ENERGYONE.

BROAD STREET

ENERGYONE.

125 Dillmont Drive
Columbus, OH 43235
800-860-2764

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What Can EnergyOne Do For Me?

How much money can I save?

Your savings will depend on the price option you choose, how much gas you use and local conditions. Usually, you can expect about a 5 to 20 percent savings that you can pass directly to your bottom line.

Is my gas supply in danger of being cut off if I buy EnergyOne?

No.

Why haven't I heard of EnergyOne before?

EnergyOne is a new brand of energy products and services from UtiliCorp United. UtiliCorp is working to become America's first national utility company.

Are there any hidden costs?

No. We present all our costs up front.

Can you help me with my electric bill too?

Current regulations do not permit us to provide you with electric service today. As soon as local regulations permit, we can convert your electricity to EnergyOne, and your savings will continue to grow.

My gas bills are small. Can I still save money?

We always review your past usage levels to make sure that EnergyOne will provide you a savings.

Who are some EnergyOne customers?

We supply thousands of small and large businesses all across America.

Using EnergyOne Is Easy

Our programs are designed to work in conjunction with your local utility company. Your service will not be interrupted when you enroll in the program, and any changes will be minor. The biggest difference you'll see is how much money you'll save with EnergyOne. This is how it works:

- ▶ Your local utility company will continue to read your gas meter and provide pipeline and equipment maintenance services.
- ▶ Broad Street will transport your gas supply through the utility company's distribution pipelines and will use their storage facilities.
- ▶ Your local utility company will bill you only for delivering the gas supply to your facility each month. Or you can elect Broad Street to pay the utility's distribution charges on your behalf.
- ▶ Broad Street will bill you only for the gas you use each month and apply taxes when necessary.

It's easy to save money with EnergyOne, and you'll have peace of mind knowing Broad Street can deliver reliable natural gas when you need it.

Put The Power Of Our Energy Experts To Work For You

In this evolving energy environment, you need the **knowledge of a proven energy expert to help lower your natural gas and operating expenses and increase your operational efficiencies.**

Broad Street has the experience, assets and freedom to aggressively find the least expensive sources of natural gas and transportation, reducing your costs through direct gas purchases.

Don't wait to lower your natural gas bills.

Broad Street can help you save money now with EnergyOne. For more information on our complete natural gas services, contact a Broad Street representative

at 800-860-2764.

Our offices are open

Monday through

Friday, 8:30 a.m. to

5:30 p.m. Eastern Time.



Avoid Balancing Penalties

ENERGYONESM**DESCRIPTION****Take the risk
out of fuel
nominations.**

- ▼ Many pipeline and distribution companies have developed more restrictive tolerances between customer nominations and actual consumption, and many require daily balancing. Customers with unpredictable loads are most at risk.

Balance Manager, one of the Energy Supply Solutions from EnergyOne, offers a risk-free, hassle-free **nominating alternative**. Our simple, commodity-based fee or management fee allows you to enjoy the savings of transportation without the risks of imbalance penalties.

Our EnergyOne experts **estimate your volume** based on your consumption history and other factors, and they nominate the volume for you and make intra-month changes as necessary.

If factors are introduced that change your average consumption rates, simply keep EnergyOne informed and we'll manage the necessary adjustments to meet your business needs.

BENEFITS**Stop worrying
about balancing
nominations.**

- ▼ Balance Manager nominating service lowers your energy costs while providing you with a convenient, risk-free **solution to imbalance penalties**. In addition, with Balance Manager you won't have to worry about nominating for the prospective month.

Balance Manager is just one of the EnergyOne services you can utilize individually or in combination with other services. We offer an entire **portfolio of services** designed to help you get the most out of your energy, all backed by the experience and knowledge of our energy experts.

APPLICATION

**Balancing
hassles were a
major concern.**

**EnergyOne
provided simple
solutions.**

▼ An industrial heat-treating company consumes approximately 10,000 MMBtu per month. To **avoid balancing penalties**, the company had to monitor energy usage daily and make sure it stayed within a certain percentage of its nomination. In addition, the company was working with separate contracts for its natural gas purchases and transportation.

The company turned to EnergyOne for a solution that would **simplify** its energy purchasing process. With Balance Manager, we forecasted the load and managed the daily variances, **eliminating the company's risk** of balancing penalties.

For more information, call
your EnergyOne representative or
1-800-E1-EXPRT (1-800-313-9778).

ENERGYONESM

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Schedule 4,
Page 26 of 142

Select The Low-Cost, Low-Risk Alternative

ENERGYONESM**DESCRIPTION**

**Take the risk
out of fuel
nominations.**

- ▼ Transporting pipelines and distribution companies have developed more restrictive policies regarding the variance allowed between customer nominations and actual consumption.

With Balance Select, one of the Energy Supply Solutions from EnergyOne, we will help you **set the optimal tolerance band** to accommodate your natural gas usage swings during a month.

You pay a commodity or management fee based on actual use for the month, and the buffer purchased gives additional tolerance and lets you **avoid penalties**.

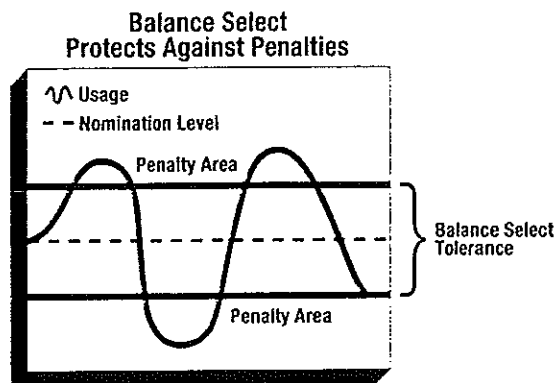
BENEFITS

**Avoid expensive
penalty fees.**

- ▼ Based on your daily and/or monthly load forecasts, Balance Select manages your load swings within your tolerance level and can **save you money**.

Balance Select is a low-price **alternative** to maintaining balanced nominations versus actual consumption, thereby avoiding expensive penalty fees. If you have unpredictable loads and the capability of managing natural gas transportation nominations and renominations, Balance Select can be the lowest-cost option.

Balance Select is just one of the EnergyOne services you can utilize individually or in combination with other services. We offer an entire **portfolio of services** designed to help you get the most out of your energy, all backed by the experience and knowledge of our energy experts.



APPLICATION

A company experienced large swings in its daily usage.

- ▼ A food-processing plant experienced large fluctuations in its daily natural gas load. In some cases, depending on demand for its product and the severity of the weather, usage could approach 2,600 MMBtu one day and drop below 2,000 MMBtu the next.

Because these changes were so rapid, the company didn't have time to change its nominations early enough to **avoid balancing penalties**, especially if it was running on Saturdays.

EnergyOne eliminated penalties.

- ▼ **EnergyOne experts** solved the company's balancing penalty problems with Balance Select. The company provides EnergyOne with nominations that allow for fluctuations in load without incurring penalties.

For more information, call
your EnergyOne representative or
1-800-E1-EXPRT (1-800-313-9778).

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Schedule 4,
Page 28 of 142

Reduce The Risks Associated With Term Capacity Contracts

DESCRIPTION

Manage your capacity commitments.

- ▼ Some companies often contract for term capacity but don't need it every day, or even every month. For instance, they may contract to meet peak winter demands, but not need those volumes during off-peak seasons.

With Capacity Manager, one of the Energy Supply Solutions from EnergyOne, we'll help you **manage your capacity** commitments and acquire competitively priced and reasonably secure capacity to meet your transportation needs. Our energy experts will research potential markets for your extra capacity so you can recover some of your demand charges.

Interruptible transporters can also benefit from this service. The variable commodity transportation charge is normally lower for firm transporters than for interruptibles. Therefore, interruptible transporters can pay firm capacity holders a small, market-based fee for a temporary assignment of capacity rights. This allows interruptible transporters to **enjoy a lower rate**. However, this capacity may have recall rights, so interruptible transporters may be subject to losing this capacity.

BENEFITS

Lower your energy costs.

- ▼ Capacity Manager helps you **manage the risk** involved in contracting for term capacity. Our energy experts provide you with reliable information and customized solutions that help lower your energy costs.

With your energy costs reduced, your company can become more competitive and **enjoy greater profits**.

Capacity Manager is just one of the EnergyOne services you can utilize individually or in combination with other services. We offer an entire **portfolio of services** designed to help you get the most out of your energy, all backed by the experience and knowledge of our energy experts.

APPLICATION

**A steel company
needed an easy way
to manage capacity.**

**EnergyOne handled
day-to-day capacity
management.**

▼ A midwestern steel company did not have the resources or expertise to manage its natural gas capacity on a daily basis.

▼ The company consulted with EnergyOne for a **solution**. It provided us with an estimate of its monthly use – between 70,000 and 80,000 MMBtu – and we took it from there.

Using Capacity Manager, EnergyOne experts provided the company with **competitively priced** capacity management services that helped it minimize its transportation costs while maximizing flow reliability.

For more information, call
your EnergyOne representative or
1-800-E1-EXPERT (1-800-313-9778).

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Schedule 4,
Page 30 of 142

Secure Reliable Capacity

ENERGYONESM

DESCRIPTION**Save on your capacity costs.**

- ▼ Capacity Select, one of the Energy Supply Solutions from EnergyOne, **investigates current market prices** for the amount of capacity you need and term of the contract. Terms can be for less than a year when shorter term capacity is available.

Our **energy experts** work with you to determine if there is a need for firm deliveries and secure the most **cost-effective firm capacity**, as available. So, for example, if you purchase 300 units firm daily, you'll enjoy reliable, cost-effective transportation.

BENEFITS**Reduce your energy costs.**

- ▼ With Capacity Select, our energy experts provide you with reliable information and **customized solutions**. Capacity Select also helps you manage the risk involved in securing term capacity contracts. In addition, through firm delivery, Capacity Select eliminates the hassle of fuel switching or plant shutdowns.

Finally, by lowering your energy costs, your company can become more competitive and **enjoy greater profits**.

Capacity Select is just one of the EnergyOne services you can utilize individually or in combination with other services. We offer an entire **portfolio of services** designed to help you get the most out of your energy, all backed by the experience and knowledge of our energy experts.

APPLICATION

A food-processing plant needed firm capacity.

- ▼ A hog slaughtering and processing operation had a need for a firm natural gas capacity of 900 MMBtu per day to operate critical equipment for which it had no back-up fuel source. During peak season, its total daily usage could reach nearly 2,500 MMBtu per day.

It was absolutely essential that the company find a supplier who could deliver the 900 MMBtu **reliably** on a daily basis, including weekends. In addition, the company was constantly looking for ways to save on operating expenses, especially energy costs. EnergyOne provided the **solution**.

The company got firm delivery at lower costs.

- ▼ With Capacity Select, the company switched from a month-to-month arrangement to a three-year term agreement with a **fixed price** on the 900 MMBtu demand portion of its usage. The company chose to go with a lower interruptible rate for the remainder of its capacity requirements.

The new purchase agreement with EnergyOne has helped the company **save nearly \$3,000 a month** on energy expenses, while guaranteeing delivery daily.

For more information, call
your EnergyOne representative or
1-800-E1-EXPRT (1-800-313-9778).

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Schedule 4,
Page 32 of 142

Broad Street and its network of authorized agents appreciate the opportunity to earn your business and work with you. We offer a host of **value-added services** to reduce your administrative burden while lowering your energy costs. Inquiries may be made by calling our Customer Service Hotline at **(800) 860-2764**.

Representatives are available Monday -

Friday, 8:30 a.m. to 5:30 p.m. Eastern Time.

You may also fax us your inquiry at any time.

Our fax number is **(614) 786-1818**. All

taxes should be sent to the attention of Customer Service.

Thank you for giving our invoice the same priority as other utility bills. Your prompt payment enables us to provide you with the lowest cost energy services available.

Finally,
An Invoice
That's Easy
To Read And
Understand

BROAD STREET

ENERGY ONE.

125 Dillmont Drive
Columbus, OH 43235
1-800-860-2764

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BROAD STREET

ENERGY ONE.

How To Read Your Invoice

- 1 **Invoice Number** - Identifies the invoice by number. Please have this number available when making an invoice inquiry.
- 2 **Account Number** - Identifies your Accounts Receivable (A/R) account in our records. All A/R transactions are tracked by this number. For efficient service, please have this number available when making an invoice inquiry.
- 3 **Date Issued** - Date invoice was issued.
- 4 **Past Due After** - Date invoiced amount is due. Any unpaid balance is subject to interest charges after this date.
- 5 **Calculated Savings** - Identifies the amount of savings achieved during the service period(s) being invoiced as well as your cumulative savings as an EnergyOne customer. These figures are calculated and updated as usage activity and rate information become known.
- 6 **Service Location** - Identifies the meters (accounts) being invoiced. Information found in this section includes the utility account number, location name and service address, meter number, name of servicing utility, and unit of measurement used for invoicing purposes. Should you have multiple locations, this section makes it quick and easy to identify which location incurred the detailed charges. Corrections to any information found in this section should be directed to your Commercial Account Executive.
- 7 **Charge Description** - Contains the description of the charges being invoiced. This section also includes the service period to which the charges apply.
- 8 **Code** - Contains codes that further explain the charges being invoiced. A full list of codes and their meaning is located on the back of the invoice.
- 9 **Quantity** - Identifies the amount of consumption/supplies for the service period of each account being invoiced.
- 10 **Rate** - Identifies the billable rate for the consumption/supplies being invoiced.
- 11 **Item Total** - Identifies the total charge for each item being invoiced.
- 12 **Total Amount** - Provides you with the total charges for the service period being invoiced for each account listed. If you have multiple locations, this figure provides you with quick and easy access to each location's total expenses.
- 13 **Previous Balance** - Represents your account balance at the time of your last invoice.

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- 15 **Balance Forward** - Represents the result of any payments received and applied toward your previous balance.
- 16 **Current Charges** - Represents the total charges being invoiced.
- 17 **Interest** - Represents interest charges applied since our last invoice.
- 18 **Adjustments** - Represents the total of A/R adjustments applied since our last invoice.
- 19 **Amount Due** - Represents your total account balance at the time of the invoice. This is the amount you should pay by the due date to avoid interest charges and service interruptions.
- 20 **Payment Advice** - Contains vital information necessary to properly credit your account. Please detach and return this section with all payments to ensure timely and accurate posting to your account.
- 21 **Amount Remitted** - Indicate the amount of your payment in this box to ensure timely and accurate processing of your payment. Your cooperation with this request is greatly appreciated.

- 22 **Billing Address** - Contains the address to which the invoice will be delivered.

BROAD STREET

ENERGYONE

NATURAL GAS INVOICE

Customer Service (800) 860-2764

INVOICE NUMBER	ACCOUNT NUMBER	DATE ISSUED	PAST DUE AFTER	CALCULATED SAVINGS	
1 12345	2 0-12-34-5678	3 01/01/95	4 1/14/95	5 \$116.80	\$2,482.24

SERVICE LOCATION	CHARGE DESCRIPTION	QUANTITY	RATE	ITEM TOTAL	TOTAL AMOUNT
6 0-12-34-5678 Jerre's Seafood House 123 West Street Meter #: 1234567 Utility: OneCo Measurement: Therms	7 Service for: 11/15/94 - 12/15/94 EnergyOne Supplier - Natural Gas Utility Readings Change Total Charges	8 2,714.11	10 .1786	11 484.74 364.50	12 \$849.24
A/R Statement		Previous Balance..... \$789.53 Payment Posted On 12/23/94, Thank You..... \$789.53 Balance Forward..... \$0.00 Total Current Charges..... \$849.24 Amount Due..... \$849.24			

PREVIOUS BALANCE	PAYMENTS	BALANCE FORWARD	CURRENT CHARGES	INTEREST	ADJUSTMENTS	AMOUNT DUE
13 789.53	- 789.53	14 0.00	15 + 849.24	16 0.00	17 0.00	18 849.24

ENERGYONE

20 **PAYMENT ADVICE**

ACCOUNT NUMBER	DATE DUE	INVOICE NUMBER	AMOUNT REMITTED	AMOUNT DUE
2 0-12-34-5678	01/14/95	1 12345	21	\$849.24

Your prompt payment is appreciated.

22 Jerre's Seafood House
123 West Street
Any City, USA 12345-6789

23 Remit Payment To:
Broad Street/EnergyOne
125 Dillmont Drive
Columbus, Ohio 43235-5696

- 23 **Remittance Address** - Contains the address of the center serving your location. To expedite the processing of your payment, multiple processing centers have been established throughout the U.S. Please send your payment, along with the payment advice or return stub, to the address indicated. For your convenience a "windowed" return envelope is provided. Please make sure the remittance address is clearly visible through the envelope window.

Broad Street and its network of authorized agents appreciate the opportunity to earn your business and work with you. We offer a host of **value-added services** to reduce your administrative burden while lowering your energy costs. Inquiries may be made by calling our Customer Service Hotline at **800-860-2764**.

Representatives are available Monday through Friday, 8:30 a.m. to 5:30 p.m. Eastern Time.

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Our fax number is **614-786-1818**.

All faxes should be sent to the attention of Customer Service.

Thank you for giving our invoice the same priority as other utility bills. Your prompt payment enables us to provide you with the lowest cost energy services available.

Finally,
An Invoice
That's Easy
To Read And
Understand

BROAD STREET

ENERGYONE.

125 Dillmont Drive
Columbus, OH 43235
800-860-2764

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BROAD STREET

ENERGYONE.

How To Read Your Invoice

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ENERGYONESM

NATURAL GAS INVOICE

Customer Service (800) 860-2764

INVOICE NUMBER	ACCOUNT NUMBER	DATE ISSUED	PAST DUE AFTER	CALCULATED SAVINGS
1 12345	2 0-12-34-5678	3 12/01/96	4 12/14/96	5 \$116.80
				6 \$2,482.24

SERVICE LOCATION	CHARGE DESCRIPTION	QUANTITY	RATE	ITEM TOTAL	TOTAL AMOUNT
0-12-34-5678 Jerre's Seafood House 123 West Street Meter #: 1234567 Utility: GasCo Measurement: Therm (a)	Service for: 10/15/96-11/15/96 EnergyOne Supplies-Natural Gas Utility Penetration Charges Total Charges	2,714.11	.1785	484.74 364.50	\$849.24
	A/R Statement:				
	Previous Balance				\$789.53
	Payment Posted On 11/15/96 Thank You				\$789.53
	Balance Forward				\$0.00
	Total Current Charges				\$849.24
	Amount Due				\$849.24

PREVIOUS BALANCE	PAYMENTS	BALANCE FORWARD	CURRENT CHARGES	INTEREST	ADJUSTMENTS	AMOUNT DUE
13 789.53	- 789.53	14 = 0.00	15 + 849.24	17 0.00	+ 18 0.00	= 19 849.24

ENERGYONESM

20 PAYMENT ADVICE

ACCOUNT NUMBER	DATE DUE	INVOICE NUMBER	AMOUNT REMITTED	AMOUNT DUE
2 0-12-34-5678	12/14/96	1 12345	21	\$849.24

Charge my: ☒ VISA ☐ MasterCard ☐ Other
Card # _____ Exp. Date _____
Signature _____

22 Jerre's Seafood House
123 West Street
Any City, USA 12345-6789

23 Remit Payment To:
Broad Street/EnergyOne
125 Dillmont Drive
Columbus, Ohio 43235-5696

- 23 Remittance Address** - Contains the address of the center serving your location. To expedite the processing of your payment, multiple processing centers have been established throughout the United States. Please send your payment, along with the payment advice or return stub, to the address indicated. For your convenience a "windowed" return envelope is provided. Please make sure the remittance address is clearly visible through the envelope window.
- 24 Charge It** - Pay your EnergyOne bills with your VISA or Mastercard.

WHAT IS ENERGYONE?

EnergyOne is a powerful portfolio of high-quality products and services from UtiliCorp United and Peoples Natural Gas. Based in Kansas City, UtiliCorp is an internationally recognized provider of gas and electricity with total assets of \$3.9 billion.

UtiliCorp has been in business since 1917 and has energy customers and operations across the United States and in Canada, Great Britain, New Zealand, Australia and Jamaica.

Whether your company has a single location or facilities around the world, UtiliCorp has the resources to serve you.

SWITCH TO ENERGYONE TO LOWER YOUR COSTS AND INCREASE YOUR ENERGY OPTIONS.

As a business located in the Wichita area, you enjoy a rare opportunity to choose among competing natural gas suppliers.

Large companies have enjoyed the advantages of buying gas in a deregulated market for years. Now many mid-sized businesses in the Wichita area have the opportunity to lower their costs and increase their energy management options by trading up to EnergyOne, a portfolio of energy products and services from Peoples Natural Gas.

If you have any questions about the material that follows, especially how it applies to your particular business, call 800-E1-EXPRT ext. 316.

WHO'S WHO IN ENERGY?

ARKLA = PEOPLES NATURAL GAS = UTILICORP UNITED = ENERGYONE

It's easy to be confused by all the name changes due to mergers and acquisitions. The Arkla gas system in Wichita was purchased by UtiliCorp United and is now managed by UtiliCorp's operating division, Peoples Natural Gas. But to make it easier in the future to remember who's who, just think One: EnergyOne, the first national brand for natural gas and electric products and services, offered by Peoples Natural Gas.

Q&A

How To Change Your Natural Gas Supplier

PEOPLES NATURAL GAS

ENERGYONE.

A Division of UtiliCorp United

3845 W. Harry Street
Wichita, KS 67213
800-E1-EXPRT ext. 316
(800-313-9778 ext. 316)

PEOPLES NATURAL GAS

ENERGYONE.

WHAT ARE OUR CHOICES?

Wichita area businesses can choose between EnergyOne from Peoples Natural Gas and Kansas Gas & Electric, division of Western Resources.

HOW IS IT POSSIBLE TO CHOOSE GAS COMPANIES?

- Two reasons. Wichita has
1. areas where pipelines from the two natural gas companies run nearly side by side, and
 2. regulations that permit the two companies to compete for one another's customers.

HOW CAN I TELL WHICH COMPANY WILL OFFER THE BETTER RATE?

An EnergyOne representative will conduct a free savings analysis. Simply provide us with your gas bills for the past 12 months, or complete and sign a release form so that Western Resources will share your usage history with us.

HOW CAN I OBTAIN A USAGE HISTORY RELEASE FORM SO YOU CAN COMPARE ENERGYONE RATES WITH WHAT I'M PAYING NOW?

To obtain a release form by fax or mail, call us at 800-E1-EXPRT ext. 316. Ask for a Usage History Release Form.

WHAT DO I DO WITH THE RELEASE FORM?

Fill in the spaces for your company name and address. Be sure to sign it. Return it to EnergyOne in the way most convenient to you — in person, by mail or fax.

HOW LONG DOES THE SAVINGS ANALYSIS TAKE?

In most cases, we can compare EnergyOne rates to your current costs within 72 hours. If you desire rush service, we can provide figures in a few hours.

WHAT DO I DO TO SWITCH?

When we can offer you savings on your natural gas bills, we'll show your estimated savings and draft a contract proposal. Simply read and sign the standard contract, and we'll make arrangements to get you on the EnergyOne system.

We'll consult with you on the best time to switch your service. At the time of the switch, we'll turn off your pilot lights, install a new meter and relight your pilots. In some cases we may need to install pipe. The whole process can take as few as 30 minutes; rarely do we need to interrupt your gas service for more than two hours. In any event, we'll schedule our work when you can safely do without gas service for a short time.

A NEW GAS METER AND YOUR TIME COST MONEY. WILL OUR COMPANY BE CHARGED ANYTHING EXTRA FOR THE COST OF SWITCHING?

The cost to switch is already included in our lower rates. You won't pay a surcharge. And we guarantee your satisfaction with EnergyOne service.

HOW DOES THE GUARANTEE WORK?

The EnergyOne Guarantee states that if conditions change so that EnergyOne can no longer provide the better rate for natural gas, you'll be released from your contract. Some restrictions may apply. Talk to your EnergyOne representative for details.

IN ADDITION TO BETTER RATES, WHAT OTHER ENERGY MANAGEMENT BENEFITS CAN ENERGYONE OFFER ME?

Over the long term, EnergyOne will offer value-added products to reduce costs and increase your productivity. Here are a few examples:

- ▶ We're developing new energy management programs with Novell®, one of the world's leading computer software companies. For example, coming technology will allow you to more accurately measure how much energy each part of your operation consumes, helping you better measure and allocate costs.
- ▶ You'll be better able to take advantage of other energy-related services, such as Hot Spot™ which diagnoses potential trouble spots in your electrical switching and transmission equipment.
- ▶ You're assured of the continued reliability and innovation of a large company. At the time of this writing, UtiliCorp United is the 24th largest utility in the United States. By choosing EnergyOne, you're assured of the backing of a stable, growing company.

WHAT'S THE BOTTOM LINE?

At UtiliCorp United, we recognize that the most customer-responsive companies will flourish. We're committed to providing you, the customer, with service levels that exceed what you expect from other companies competing for your business. That's why we're the first utility to create a national brand — EnergyOne — in order to deliver greater value, earn your trust and provide the service you need to succeed.

We encourage you to take advantage of the efficiencies we're making available through EnergyOne. For a rate comparison or a no-obligation consultation, call 800-E1-EXPRT ext. 316.

In some areas of Wichita, Peoples Natural Gas must first perform a feasibility study, evaluating proximity to natural gas mains, locations of meters, terrain and other influences on cost-efficiency, before we can offer the opportunity to switch. Please call us at 800-E1-EXPRT ext. 316 for details.



WE PROVIDE RELIABLE, LOW-COST

NATURAL GAS SOLUTIONS



ENERGYONESM

WE MAKE IT EASY

FOR COMPANIES ACROSS AMERICA

TO SAVE ON NATURAL GAS

**You're always
looking for ways to
lower expenses and
make your business
more competitive.**

EnergyOne can help.

- EnergyOne is the complete portfolio of products and services from UtiliCorp United, America's first national utility.
- UtiliCorp has the buying power of a national wholesaler.
- Through EnergyOne, we provide service you can rely on to deliver every time, because we have **80 years of experience** in the industry.
- UtiliCorp has an unsurpassed history of outstanding customer service.

We guarantee superior service.

- We guarantee your gas service will not be interrupted due to our ability to supply your needs.
- Our agreements are simple to understand and execute.
- Our billing is customer-friendly.
- **Most important, we guarantee savings**

Schedule 4,
Page 40 of 142

It's easy to find out how much you can save.

When you fax us the enclosed waiver:

- We'll get your usage information from your current utility supplier.
- We'll perform a usage analysis and show you our report before you sign up.
- You'll see the savings you can pass directly to your **bottom line**.

You decide which of our plans best fits your business.

Service can begin in as few as 45 days.*

Pricing options

EnergyOne offers two pricing plans that guarantee savings over your current utility costs.

1

Shared Savings

- Every month we'll compare our price to the rate your current natural gas supplier charges.
- We'll determine the amount of savings then share that savings with you.
- Customers generally receive 40 percent or more of the difference between their supplier's price and our price.

2

Fixed Price

- We can lock in your natural gas cost at a fixed rate for a minimum of one year.
- **We guarantee savings** compared to your past 12-month usage.
- Our customers realize an average savings of 10 percent over the previous year.
- Fixed pricing simplifies the budgeting of your natural gas costs.

*Depends on local tariffs in your area.

FREQUENTLY

ASKED QUESTIONS

Why haven't I heard of EnergyOne before?

EnergyOne is a new brand of energy products and services from UtiliCorp United, America's first national utility.

When did the rules change regarding natural gas regulations?

All states are different, but federal regulations changed in 1992. Your EnergyOne agent can answer specific questions about regulations in your area.

Is my gas supply in danger of being cut off if I buy EnergyOne?

No. EnergyOne is uniquely capable of meeting your natural gas needs.

What if my local company goes out of business?

They likely won't because they own and operate the underground pipelines in your neighborhood. They are paid for that service by UtiliCorp.

Will the quality of my natural gas be the same?

Yes. The gas quality is the same for all customers in your area regardless of who supplies it.

What if I smell gas? Who do I call?

Leave the area immediately, and call your local utility company. They will continue to provide maintenance service.

Who are some EnergyOne customers?

We supply thousands of small and large businesses all across America.

My gas bills are small. Can I still save money?

Yes. If your monthly gas bill is at least \$200 per month during the peak season, EnergyOne can help you save money.

What will my price be?

Several price options are available, and they're easy to understand.

Are there any hidden costs?

No. We present all our costs up front.

How much money can I save?

Your savings will depend on the price option you choose, how much gas you use and local conditions. Usually, you can expect about a 10 percent savings that you can pass directly to your bottom line.

What if I am dissatisfied with EnergyOne?

If for some reason we can't satisfy your needs, you are free to return to your local utility supplier upon 30 days notice or once the fixed-price contract has expired.

What if I have a question about my bill?

You can reach a customer service representative between 8 a.m. and 6 p.m. Central Time, Monday-Friday, at 1-800-860-2764. Or call your EnergyOne agent.

Can you help me with my electric bill, too?

Current regulations do not permit us to provide you with electric service today. As soon as local regulations permit, we can convert your electricity to EnergyOne, and your savings will continue to grow.

How soon can I start? Is it complicated?

The entire process can be handled by fax in a few minutes. Your first bill from EnergyOne usually arrives in about 60 days. The old bill stops automatically.

ENERGYONE.

UtiliCorp United
911 Main, Suite 3000
Kansas City, Missouri 64108
1-800-860-2764

Iowa Locations

Council Bluffs
1414 W. Broadway
712-325-3009

Grundy Center
611 "G" Ave.
319-824-3225

Decorah
300 W. Water St.
319-382-3696

Manchester
112 E. Fayette St.
319-927-3030

Denison
26 S. 14th St.
712-263-4629

Maquoketa
120 N. Olive St.
319-652-4975

Dubuque
701 Locust St.
319-583-9185

Newton
110 N. 4th Ave. W.
515-792-6276

Estherville
115 N. Sixth St.
712-362-7270

Spencer
22 E. Fourth St.
712-262-2830

Forest City
247 N. Clark St.
515-582-4131

Webster City
739 Second St.
515-832-1120

Take Advantage Of A Customized Rebate Program

Return Application And
Supporting Documents To:
Energy Savers *plus*
Peoples Natural Gas
1815 Capitol Ave.
Omaha, NE 68102

PEOPLES NATURAL GAS
ENERGYONE.



**1995-1996 IOWA PROGRAM
RESIDENTIAL/COMMERCIAL/INDUSTRIAL
REBATE APPLICATION**

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Get Up To \$15,000 In Incentives

As part of the Energy Savers *plus* program, Iowa residential and business customers, and organizations that are customers of Peoples Natural Gas, are eligible to apply for up to \$15,000 in rebates. The goal is to help customers save money on their natural gas bills. The program also promotes the efficient use of clean-burning natural gas.

General Eligibility

Rebates are awarded to help residential and commercial/industrial customers implement energy efficiency measures. Included are rebates for improvements to or replacement of space-heating and manufacturing equipment, as well as building-shell measures. All projects will be individually reviewed for cost effectiveness by Peoples. Customers with projects that pass the cost-effectiveness test are eligible to receive up to \$15,000 a year to implement such measures. Projects must be completed between August 1, 1995, and December 31, 1996.

Financing

Our financing options can help you save even more dollars on new, energy-efficient technology that makes sense for your home or business. Qualified customers can receive up to \$15,000 in rebates/financing. For details, call 1-800-486-7655.

Tax Information

Rebates may be subject to federal and/or state income tax reporting. Applicant is responsible for contacting a qualified tax advisor to determine tax liability. Peoples is not responsible for any tax consequences of the rebate program.

Disclaimer

Peoples does not guarantee that installation of equipment qualifying for rebates will result in reduced energy usage or demand, or in cost savings. PEOPLES MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, WITH RESPECT TO ANY EQUIPMENT PURCHASED AND/OR INSTALLED INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR PURPOSE. IN NO EVENT SHALL PEOPLES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Additional Information

Funding for these rebates and financing is limited. Applications will be processed on a first-come, first-served basis. Additional information or assistance in completing your rebate application can be obtained by calling the Peoples Customer Service Center listed on your gas bill.

Sign Up Now And Save

(To be completed by customer)

Business/
organization name _____
(Please print)

Address _____

City _____ State _____ ZIP _____

Contact person _____

Telephone: Day (____) _____

Evening (____) _____

Best time to call _____

Peoples Natural Gas account number (located in upper right-hand corner of gas bill)

Brief description of measure

IMPORTANT

As part of your application for a rebate, on a separate attachment, please:

- 1) submit a complete description of the project.
- 2) submit an estimate of the annual natural gas savings.
- 3) submit a firm and final bid of the proposed energy-improvement project, or
- 4) submit a final invoice showing total cost of labor and material/equipment for the project.

To receive a rebate check, applicant must submit the final invoice for materials/labor. All projects must be completed between August 1, 1995, and December 31, 1996.



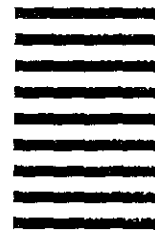
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 341 Eagan, MN

POSTAGE WILL BE PAID BY ADDRESSEE

Northern Minnesota Utilities
3460 Washington Drive Ste 208
Eagan, MN 55122-9940



NORTHERN MINNESOTA UTILITIES

ENERGYONE.

3460 Washington Drive
Eagan, MN 55122

Address Correction Requested

INSIDE: Learn How It Pays To Switch To Natural Gas

**It Pays To Switch
To Natural Gas**



NORTHERN MINNESOTA UTILITIES

ENERGYONE.

1996 Conservation Rebate Program

Reduce Your Energy Bills

You can **save energy and money** by using clean-burning natural gas for your heating needs. Northern Minnesota Utilities is offering the 1996 Conservation Rebate Program to help you save even more.

By combining the use of natural gas with a high-efficiency furnace, you can save 25 percent or more* over the use of fuel oil, propane or electricity. In addition, with a high-efficiency natural gas water heater, you can **cut the cost** of heating your water by as much as 50 percent.†

But with natural gas, money and energy aren't the only things you'll save. You'll also be making an important contribution to improving the environment because not only is natural gas the **most efficient energy** on earth, it also burns cleaner than other forms of energy and is environmentally safe.

Switch to natural gas now and take advantage of our **rebate program**. It's a great way to save money – and the environment.

* Source: Minnesota Department of Public Service, Energy Information Center

† Based on \$.045 per cf gas cost versus \$.06 per kwh electricity cost

Get Money Back Now, And Save Money Later

Installing energy-efficient appliances is a smart way for you to reduce your energy bills. The 1996 Conservation Rebate Program makes it easy. It includes the following rebates:

- ▶ \$200 for a forced air natural gas furnace (90 percent Annual Fuel Utilization Efficiency (AFUE) or higher).
- ▶ \$200 for a natural gas boiler (83 percent AFUE or higher).
- ▶ Up to \$50 for a set-back thermostat. When programmed, it will automatically adjust itself to ensure comfortable temperatures and efficient natural gas use.
- ▶ \$75 for a 30- to 50-gallon capacity natural gas water heater (.62 Energy Factor (EF) or higher).

Applicants for these rebates must be new or existing residential customers. Rebates are limited. Applicants will be approved on a first-come, first-served basis. If you are not a current customer, you must be hooked up to natural gas and have your gas meter turned on by December 31, 1996.

Don't Miss This Money-Saving Opportunity



I want to know more about how I can save money by switching to natural gas now and taking advantage of the 1996 Conservation Rebate Program. Please have a representative contact me.

Name

Address

City/State/ZIP

Day Phone

Evening Phone

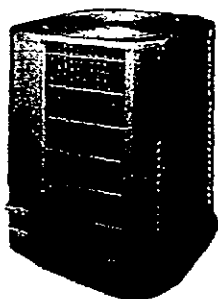
Or, if you prefer, call your local
Northern Minnesota Utilities
Customer Service Center.

NORTHERN MINNESOTA UTILITIES

ENERGYONE.



The Doyles Believe A Heat Pump Is Just As Important As A Nice Lawn And A Good Neighborhood



"This is the second home we've owned with a heat pump, and we love them," says Ruth Doyle. "We would highly recommend heat pumps."

In fact, Ruth and her husband, Perry, are so convinced that heat pumps deliver the most comfortable, energy-efficient heating and cooling that they wouldn't consider buying a home without one.

This retired couple, who has enjoyed the year-round comfort and reliability of a heat pump for more than six years, has never had a single problem with a unit. And, they like the fact that their homes have always had even heat and no drafts.

"We keep our house very cool in the summer and nice and warm in the winter," says Perry. "We don't spare our heat pump any and haven't had a minute's trouble with it." They wouldn't have it any other way.

DOYLE

Community	Smithville
Size of Home	1300 sq. ft.
Type of Home	3 bdr. raised ranch
Average Monthly Electric Bill*	\$78.84
Type and Brand of Heat Pump	All electric, Trane

* Monthly bill will vary depending on size of home and use of electricity.

MISSOURI PUBLIC SERVICE

ENERGYONE.

Schedule 4,
Page 47 of 142

A Division of UtiliCorp United

GET LOW-INTEREST FINANCING, AND TRY A HEAT PUMP RISK FREE ►

Missouri Public Service Has Made Money-Saving Heat Pumps More Affordable Than Ever

Buying a heat pump is easy and risk free. That's because Missouri Public Service will provide low-interest, seven-year financing and guarantee your complete satisfaction. With a heat pump, you also qualify for a lower winter electric rate from Missouri Public Service, every October through May.

If, after a year, you are not satisfied with a heat pump that is installed by a Missouri Public Service Authorized Power-Tech Dealer and inspected and financed through Missouri Public Service, we'll refund* you the cost difference between a heat pump and a standard air conditioner. That's our Comfort Pledge.SM

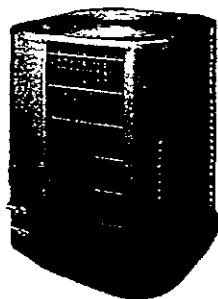
Call 1-800-526-3348, and look forward to your most comfortable, energy-efficient year ever.

* Some conditions apply, call for details.

MISSOURI PUBLIC SERVICE
ENERGYONE.



To The Sandages, An Energy Efficient Heat Pump Means A Lot Less Dirty Work



The Sandage family hates dusting.

"In our old house in Iowa, we'd have to dust every week because the residue from the gas furnace would build up so quickly," says Hal.
"Now, we only have to dust every month."

His wife, Von, adds, "Our utility bills are much lower with the heat pump than they were with our natural gas furnace."

What's more, this three-person family doesn't ever worry about staying comfortable. The same unit that supplies clean, draft-free air in the winter, delivers crisp, cool air in the summer.

Since moving to Kansas City, the Sandages have found the daily chores are just a little bit easier, and the air is just a little bit cleaner. Life couldn't be better.

SANDAGE

Community	Smithville
Size of Home	1800 sq. ft.
Type of Home	4 bdr., 1 1/2 story
Average Monthly Electric Bill *	\$125.28
Type and Brand of Heat Pump	All electric, Carrier

* Monthly bill will vary depending on size of home and use of electricity.

MISSOURI PUBLIC SERVICE

ENERGYONE.

Schedule 4,
Page 49 of 142

A Division of UtiliCorp United

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Call 1-800-526-3348, and look forward to your most comfortable, energy-efficient year ever.

* Some conditions apply, call for details.

MISSOURI PUBLIC SERVICE
ENERGYONE.

An energy-efficient heat pump will supply clean, comfortable heating and cooling and qualify you for a lower winter electric rate from Missouri Public Service.

Whether you've moved into a home with an existing heat pump, built a new home or replaced an old furnace, you can look forward to unmatched comfort and convenience. To realize the full efficiency of your heat pump, you need to know how to operate it properly. Inside, we address some of the most likely questions you have regarding your heat pump.

If you need more information about your all-electric or dual-fuel heat pump, call 1-800-526-3348 and leave your name, daytime telephone number and the account number listed on your Missouri Public Service bill. A representative from Missouri Public Service will return your call.

MISSOURI PUBLIC SERVICE
ENERGYONE.

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10 Questions And Answers About Heat Pumps

A Heat Pump
Is The Most
Efficient Heating
And Cooling
System Available

MISSOURI PUBLIC SERVICE
ENERGYONE.

A Division of UtiliCorp United

1. What Is A Heat Pump?

An electric heat pump is an air conditioner in the summer that provides heat in the winter. It's a year-round comfort machine. In the winter, a heat pump pulls heat from outside air and transfers this warmth into your home. Even on very cold days, the sun is heating the outside air. Your heat pump has the ability to extract that heat – and pump it inside your home. Thus, it is moving heat rather than creating it through the burning of natural gas or propane. If the outside temperature drops to an extreme level, your supplemental heating source comes on. In the summer, the process is reversed from the winter. Your heat pump pulls heat and humidity from your house and transfers it outside. An all-electric heat pump uses the equivalent energy of an electric furnace for supplemental heat. A dual-fuel heat pump has a gas furnace for supplemental heat at lower temperatures.

2. Does It Cost Less To Operate A Heat Pump Than Other Types Of Equipment?

Yes. An electric heat pump offers as much as four times more value than a conventional natural gas or propane furnace. The electric heat pump takes advantage of the movement of heat energy – not fuel – to provide warmth and comfort for your home. A natural gas or propane furnace burns fossil fuel to change the temperature. This process of changing fuel into heat is only about 60 to 97 percent efficient, depending on the furnace. With a heat pump, you can get up to four dollars of heating comfort for every one dollar of electricity you buy. That's quite a value, one that repeats itself every year.

3. Are There Other Ways A Heat Pump Helps Me Save?

If you rely on electricity for your home's heating comfort, you qualify for a reduced winter electric rate from Missouri Public Service. Electric heating customers of Missouri Public Service pay as little as \$0.0334 per kilowatt-hour during winter heating months, October through May.

Rate reductions begin after the first 600 kilowatt-hours of electric usage each month, which is the amount your appliances generally use. Even customers who use a heat pump with a natural gas or propane furnace qualify for this lower electric rate.

4. Why Does The Air Seem "Cool" Coming Out Of The Register On The Heat Cycle?

The temperature of heat pump air is approximately 90 to 100 degrees. This is 20 to 30 degrees higher than normal room temperature. However, it may seem cool, because the temperature could be slightly lower than your body temperature of 98.6 degrees. A less efficient, conventional furnace blows warmer air. Because warm air rises, this heat collects near the ceiling. Air delivered by a heat pump rises slowly, so more of it is used to warm people instead of the ceiling. Also, instead of heating with short blasts of intense heat like a conventional gas furnace, a heat pump heats with a steady flow of comfortably warm, non-dry air. In addition, the heat pump's clean-air flow creates less dust and is better for people with allergies.

5. Will My Heat Pump Require A Different Thermostat?

Yes. A heat pump requires a thermostat that allows you to control the supplemental or emergency heat. The thermostat may indicate the heating mode you are using with indicator lights and liquid-crystal displays.

6. What Is The Light On The Thermostat?

When the light under "auxiliary heat" is on, it tells you that supplemental heat is operating to assist the heat pump. An all-electric heat pump may work simultaneously with the supplemental heat, which automatically comes on to help the heat pump maintain the desired temperature.

Some heat is still provided by the outdoor heat pump unit, even at low temperatures. If the "emergency" light on your thermostat is on, your heat pump has been manually shut off, and only the supplemental heat is working to heat your home. Because supplemental heat is more expensive, "emergency" should only be used in the unlikely event of a heat pump failure.

7. Is It Normal To See Frost On The Outside Unit In The Winter?

Yes. A combination of near-freezing outdoor temperatures and relatively high humidity can cause frost to form on the outdoor coil of your heat pump. When this occurs, an automatic defrost cycle on your unit will eliminate frost or ice to maintain heat pump efficiency. This occurs infrequently and lasts for only a brief period (three to five minutes).

8. Why Do I See "Smoke" From The Outside Unit In The Winter?

The defrost cycle may create a vapor on the outdoor unit. It is not harmful and should not be confused with smoke.

9. Will Lowering The Thermostat Setting At Night Reduce My Heating Costs?

Lowering the thermostat setting at night can reduce your heating costs. However, you need to increase the temperature setting gradually in the morning. If you increase the temperature all at once, your less-economical supplemental heat will switch on. For that reason, it may be best to adjust the thermostat to the comfort level you like and leave it there. As the weather changes, small adjustments may be necessary. If you feel cold, gradually turn up the heat. A programmable heat pump thermostat automatically raises and lowers the temperature for better efficiency.

10. What About Maintenance?

A heat pump is engineered and installed to assure many years of energy savings and comfort. However, like any other heating and cooling system, it requires regular attention to assure dependable, economic operation. Maintenance should be performed according to the manufacturer's recommended schedule by a qualified service technician prior to each heating and cooling season. Here are some basic suggestions:

- Make sure supply and return grills are not blocked by furniture, drapes or other obstructions. The heat pump, like any other heating system, requires adequate, balanced air flow to properly heat your home. Therefore, registers should be open in all rooms.
- Check filters monthly, and change or clean as required. Dirty, clogged filters restrict air flow and make the equipment work harder and longer, which wastes energy and can lead to expensive repairs and voided warranties.
- Keep the outside unit clean. Make sure fan blades in the outdoor unit are tight and that coils and louvers are not obstructed by leaves, paper, grass, snow, plants or other material that might block air flow.
- Have blowers and indoor coils cleaned according to manufacturer recommendations by a qualified service technician.
- Have the heat pump's refrigerant system tested periodically by a qualified service person. This will help ensure efficient operation and prevent damage to refrigeration components.
- Never shut off electrical power to your heat pump (except for maintenance), even when the system won't be used for a long period. However, if a power outage should occur, wait four to eight hours before running the outside unit of a heat pump or air conditioner. Loss of power could cause liquid refrigerant to move into the compressor and adversely affect the operation of your heat pump.

Rebates And Incentives Make Lowering Energy Bills Easier

Energy Savers *plus* is a Peoples Natural Gas program designed to help Iowans save money on their natural gas bills. At the same time, Energy Savers *plus* encourages customers to save energy by using clean-burning natural gas efficiently.

Residential, commercial and industrial customers can receive rebates and other incentives to save money and increase energy efficiency with Energy Savers *plus*.

Only Iowa customers of Peoples Natural Gas are eligible to apply for these programs. Applicants who qualify will be approved on a first-come, first-served basis.

Iowa Locations

Council Bluffs
1414 W. Broadway
712-325-3009

Decorah
300 W. Water St.
319-382-3696

Denison
26 S. 14th St.
712-263-4629

Dubuque
701 Locust St.
319-583-9185

Estherville
115 N. Sixth St.
712-362-7270

Forest City
247 N. Clark St.
515-582-4131

Grundy Center
611 "G" Ave.
319-824-3225

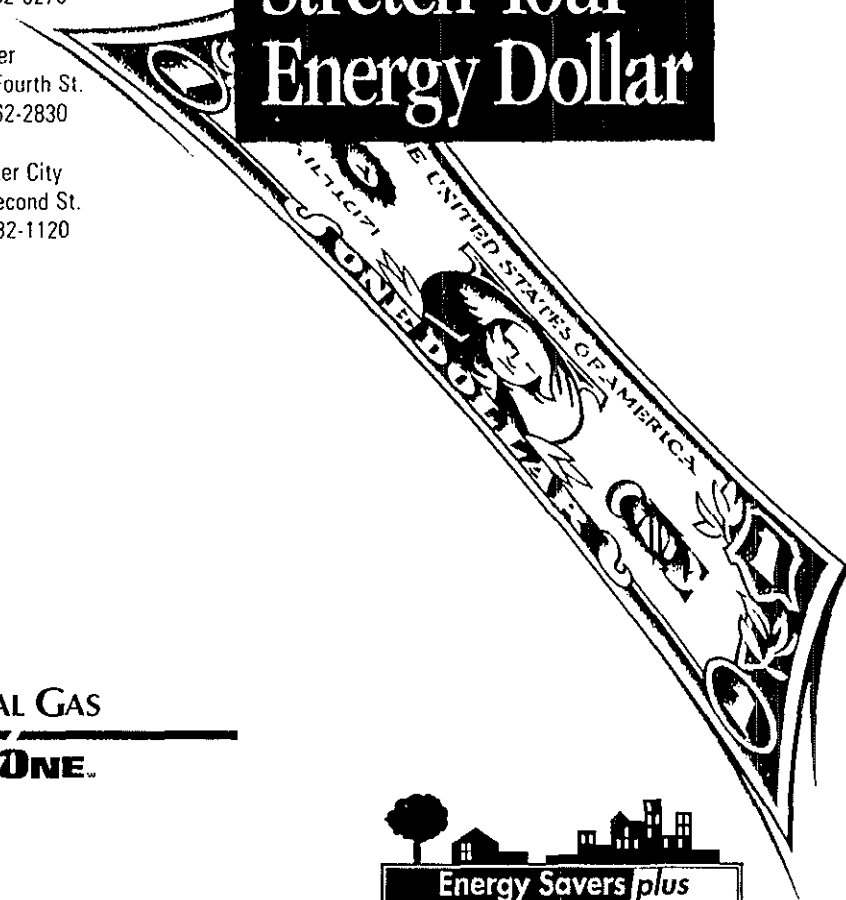
Manchester
112 E. Fayette St.
319-927-3030

Maquoketa
120 N. Olive St.
319-652-4975

Newton
110 N. 4th Ave. W.
515-792-6276

Spencer
22 E. Fourth St.
712-262-2830

Webster City
739 Second St.
515-832-1120



Stretch Your Energy Dollar

PEOPLES NATURAL GAS
ENERGYONE



1995-1996 IOWA PROGRAM

Get Money Back Now, And Save Money Later

Installing energy-efficient technology is a smart way for homeowners and eligible renters to lower energy bills. The Energy Savers *plus* program makes it easy. Standard residential rebates include:

- ▶ Up to \$75 for a Set-Back Thermostat. When programmed, the Set-Back Thermostat will automatically adjust itself to ensure comfortable temperatures and efficient natural gas use.
- ▶ Up to \$375 for a Gas Furnace (91 percent AFUE or higher) with a Set-Back Thermostat.
- ▶ Up to \$500 for Integrated Space and Water Heating Systems. These systems utilize combined space and water heating high-efficiency technology. Pre-approval required.
- ▶ Up to \$275 for a Gas Boiler. The rebate applies to either a mid-efficiency Boiler (83 percent AFUE or higher) with a Set-Back Thermostat or a high-efficiency Boiler (90 percent AFUE or higher).

Rebates And Minimum Efficiency Requirements

Appliance	Rebate	Minimum Efficiency
Set-Back Thermostat	Up to \$75	N/A
Gas Furnace w/Set-Back Thermostat	Up to \$375	91% AFUE
Integrated Space and Water Heating Systems	Up to \$500	Call for Information
High-Efficiency Gas Boiler	Up to \$275	90% AFUE
Mid-Efficiency Gas Boiler w/Set-Back Thermostat	Up to \$275	83% AFUE

Receive A Free Hot Water Package

You can receive a free hot water package that can help you save on natural gas costs and significantly reduce your annual water consumption. Domestic hot-water measures include low-flow showerheads, faucet aerators, and water heater and pipe insulation. We'll also adjust the water temperature to 120°.

Make New Homes More Energy Efficient

You can save energy and reduce your energy bills with our new construction program. Installing additional roof and wall insulation and double- or triple-pane windows, and reducing air infiltration will make your new home even more energy efficient. Also, professional home builders in Iowa are eligible for up to five residential rebates on new home heating systems during the 1995-1996 program year.

Rebates And Minimum Efficiency Requirements

Measure	From	To	Average Rebate
Roof	R38	R48	\$.25/Square Foot
Wall	R9	R24	\$.40/Square Foot
Windows	Single-Pane	Double- (Or Triple-) Pane Low E	\$14.00/Window
Reduced Air Infiltration (Air Change Per Hour)	1 ACH	.5 ACH	\$250.00

Weatherize Your Home For Free

Low-income residential customers can receive grants to weatherize their homes, making them more energy efficient. These grants are administered by the Division of Community Action Agencies on behalf of Peoples Natural Gas.

Take Advantage Of A Customized Rebate Program

Residential, commercial and industrial customers can take advantage of the R/C/I custom measures rebate program. It includes rebates of up to \$15,000 to customers when they initiate projects that enable them to use natural gas more efficiently. Included are rebates for improvements to or replacement of space heating and manufacturing equipment. You also can apply for rebates to retrofit natural gas boilers and to install stand-alone, set-back thermostats. The projects must be completed between August 1, 1995 and December 31, 1996.

Capitalize On Special Financing Options

Our financing options can help you save even more dollars on new, energy-efficient technology that makes sense for your home or business. Qualified customers can receive up to \$15,000 in rebates/financing. For details, call 1-800-486-7655.

Save Energy The Natural Way

Communities or nonprofit organizations that sponsor energy-saving, tree-planting programs can receive grants from Trees Forever on behalf of Peoples Natural Gas. In addition, Peoples works with the Iowa Department of Natural Resources to sponsor Trees for Kids and Trees for Teens programs. For more information, call Trees Forever at 1-800-369-1269.



For more details or faxed application forms, call **1-800-568-3458** or visit your nearest Peoples Natural Gas Customer Service Center. Funding is limited, so apply today.

We're Meeting
The Challenge
Of A New Era
In Energy

ENERGYONE SM

ENERGYONESM

Deregulation of the energy industry is changing the way customers buy and manage energy. It's also presenting many **opportunities** for energy users like you.

Soon, you'll be able to choose utility companies, shop for the best energy rates and select energy **services** that meet your exact needs.

We can help you take advantage of these and many other opportunities with our complete portfolio of EnergyOne products and services. Our energy **experts** can help you maximize your energy use, lower your energy costs and help your business become more competitive.

And the future holds even more promise. As we enter this new era of deregulation, EnergyOne is **leading the way** with products and services that make energy easier for customers like you to buy and manage.

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AQUILA ENERGY - YEAR ENDED 12/31/94

Revenues	\$339 million
Income from operations before minority interests	\$43.4 million
Gas and oil reserves	162 BCFE
Marketing volume	366 BCF
Production volume	27 BCFE
Gas liquids extracted	475 million gallons
Gas throughput	136 BCF
Pipelines operated	2,718 miles
Gas and oil production, processing and transmission properties	\$545 million
Marketing area	45 states, Ontario, Mexico

UTILCO GROUP - YEAR ENDED 12/31/94

Number of power projects	16
Operating commercially	15
Plant locations	ME, NY, PA, FL, CA, WA, Jamaica
1994 net income	\$6.4 million
Investment in partnerships at year end	\$123 million
Aggregate capacity of projects	792 MW
Ownership range	21%-50%
UtilCo Group's share of project assets	\$380 million

UTILICORP UNITED**ENERGYONE.**

P.O. Box 13287
Kansas City, MO 64199-3287
U.S.A.
(816) 421-6600

1994 FACTS & FIGURES

UTILICORP UNITED

UTILICORP - YEAR ENDED 12/31/94

Revenues	\$1,514.6 billion
Revenues by segment:	37% electric 41% gas 22% energy related
Income from operations	\$230.5 million
Income by segment:	54% electric 27% gas 19% energy related
Net income	\$94.4 million
Primary earnings per share	\$2.08
Return on equity	10.2%
Year-end share price	\$26.50
Year-end book value per share	\$20.24
Market-to-book value	131%
Average daily trading volume	56,905

UTILICORP - 12/31/94

Total assets	\$3.1 billion
Total capitalization and short-term debt	\$2.2 billion
Capitalization ratios:	40.7% equity 1.1% preference 50.0% LT debt 8.2% ST debt
Average shares	44.0 million
Common shareholders	85,000
Total employees	4,700
Shares held by employees/directors	14%
Toll-free lines: Shareholder Relations	(800) 487 - 6661
First Chicago Trust	(800) UTILICO

DIVIDENDS

Paid in 1994	\$1.70
Annualized rate per share	\$1.72
Increases since 1/85	12
Total change in annualized rate since 1/85	+112%
Last increase	8/94

SENIOR DEBT RATINGS

Moody's	Baa3
Standard & Poor's	BBB
Duff & Phelps	BBB

M&A PROGRAM THRU 12/31/94

Kansas Public Service (9/84)	\$ 4.8 million
Peoples Natural Gas (12/85)	216.0
Northern Minnesota Utilities (12/86)	22.0
West Virginia Power (3/87)	21.0
West Kootenay Power (9/87)	62.0
Michigan Gas Utilities (5/89)	62.0
West Virginia gas system (1/90)	3.0
WestPlains Energy (9/91)	209.2
Nebraska gas system (2/93)	78.0
Kansas gas system (9/94)	23.0
Total utility acquisitions	\$731.0 million

Non-regulated acquisitions and investments	\$979.5 million
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INTERNATIONAL

Doing business in Canada, United Kingdom, New Zealand and Jamaica.

ELECTRIC AND GAS OPERATIONS

States/provinces served	MO, KS, CO, NE, IA, MN, MI, WV, BC
Total net generating capability	1,778 MW
Firm purchased power	904 MW
Total system capability	2,682 MW
1994 electric sales and transportation	10.8 million MWH
1994 gas sales and transportation	264 BCF
1994 utility capital expenditures	\$132 million

UTILITY CUSTOMERS - 12/31/94

Kansas Public Service	25,900	gas
Michigan Gas Utilities	135,300	gas
Missouri Public Service	182,200	electric
" " "	42,100	gas
Northern Minnesota Utilities	31,200	gas
Peoples Natural Gas	521,800	gas*
West Kootenay Power	78,300	electric
WestPlains Energy	140,800	electric
West Virginia Power	25,000	electric
" " "	23,400	gas
Subtotal	779,700	gas*
	426,300	electric
Total utility customers	1,206,000*	

*Includes 146,000 gas customers added by Peoples' NorAm acquisitions in Nebraska and Kansas.

Aquila Energy - Year Ended 12/31/95

Sales	\$1.2 billion
Income from operations before minority interests	\$68.4 million
Marketing volumes	1,427 million cu. ft./day
Production volume	17 BCFE
Gas liquids produced	32,000 barrels/day
Gas throughput	507 million cu. ft./day
Pipelines operated	3,311 miles

UtilCo Group - 12/31/95

Number of power projects	17
Operating commercially	16
Plant locations	ME, NY, PA, FL, AL, CA, WA, Jamaica
Equity in 1995 earnings	\$21.9 million
Partnership investments	\$170 million
Aggregate capacity of projects	873 MW
Ownership range	22%-50%
Share of project assets	\$535 million

International

In New Zealand, UCU holds a 79% interest in UtiliCorp N.Z., Inc. (UNZ). UNZ held 39% of WEL Energy Group and 27.5% of Power New Zealand (PNZ) at 12/31/95. WEL has 65,000 electric customers in the Waikato region. PNZ has 214,000 electric customers in the Auckland area.

In Australia, UCU acquired a 49.9% interest in United Energy in 9/95 for \$258 million. United Energy has 520,000 electric customers in Melbourne, Victoria. UCU manages the company.

In Great Britain, UCU markets gas through UtiliCorp U.K., Inc. and United Gas.

UTILICORP UNITED**ENERGY ONE**

P.O. Box 13287
Kansas City, MO 64199-3287
(816) 421-6600

UtiliCorp United

CREATING A NATIONAL UTILITY

UtiliCorp - Year Ended 12/31/95

Sales	\$2.8 billion
Sales by segment:	20.6% electric 22.0% gas 41.9% energy related 15.5% other
Income from operations	\$225.1 million
Income by segment: (excluding loss of \$39.0 million from other)	48.2% electric 25.9% gas 25.9% energy related
Net income	\$79.8 million
Primary earnings per share	\$1.72
Return on equity	8.4%
Year-end share price	\$29.38
Year-end book value per share	\$20.59
Market-to-book value	143%
Average daily trading volume	46,721

UtiliCorp - 12/31/95

Total assets	\$3.9 billion
Total capitalization and short-term debt	\$2.7 billion
Capitalization ratios:	34.7% equity 4.5% preference 50.2% LT debt 10.6% ST debt
Average shares outstanding	45.1 million
Common shareholders	85,000
Total employees	4,700
Shares held by employees and directors	11%
Toll-free lines:	
Shareholder Relations	1-800-487-6661
First Chicago Trust	1-800-UTILICO

Dividends

Paid in 1995	\$1.72
Annualized rate per share	\$1.76
Increases since 5/85	12
Total change in rate since 5/85	100%
Last increase	2/96

Senior Debt Ratings

Moody's	Baa3
Standard & Poor's	BBB
Duff & Phelps	BBB

Utility Mergers and Acquisitions

Kansas Public Service (9/84)	\$ 4.8 million
Peoples Natural Gas (12/85)	246.0
Northern Minnesota Utilities (12/86)	22.0
West Virginia Power (3/87)	21.0
West Kootenay Power (9/87)	62.0
Michigan Gas Utilities (5/89)	62.0
West Virginia gas system (1/90)	3.0
WestPlains Energy (9/91)	209.2
Nebraska gas system (2/93)	78.0
Kansas gas system (9/94)	23.0
Total through 12/31/95	\$731.0 million

Kansas City Power & Light (approvals pending)	\$2.9 billion
KCPL 1995 revenues	\$886.0 million
KCPL 1995 operating income	\$244.1 million
KCPL 1995 net income	\$122.6 million
KCPL 1995 earnings per share	\$1.92
KCPL 12/31/95 total assets	\$2.9 billion

Electric Utility Operations

1995 electric sales	10.5 million MWH
Total net generating capability	1,785 MW
Firm purchased power	885 MW
Total system capability	2,670 MW
Electric transmission lines	5,209 miles
Electric distribution lines	18,912 miles
Electric substations	9.6 million KVA
1995 capital expenditures	\$69.5 million

Gas Utility Operations

1995 gas sales and transportation	307 BCF
Gas gathering/transmission lines	3,188 miles
Distribution mains/service lines	20,406 miles
1995 capital expenditures	\$39.9 million

Utility Customers - 12/31/95

Total electric and gas customers (North America)	1,231,487	
	Electric	Gas
British Columbia	80,787	—
Colorado	76,188	34,494
Iowa	—	133,801
Kansas	66,591	94,034
Michigan	—	138,451
Minnesota	—	158,858
Missouri	186,139	42,971
Nebraska	—	170,378
West Virginia	25,161	23,634
Total utility customers	434,866	796,621
Communities served	418	805

EnergyOne Provides A Single Source For All Your Energy Needs

EnergyOne is a **powerful portfolio** of high-quality energy products and services from UtiliCorp United, a company that has been in the energy business since 1917.

With EnergyOne, UtiliCorp has become the single source for all energy solutions for homes, businesses and industries across the nation and around the globe.

Deregulation is introducing competition into the gas and electric industries, increasing customer choices and making it easier and less expensive to obtain energy. EnergyOne simplifies those choices with a full range of **cost-effective energy solutions**.

EnergyOne products and services range from monthly appliance repair programs to commodity natural gas service to complete **energy management services**, including the design and maintenance of generation facilities.

Whether you're a residential customer, commercial customer or industrial customer, EnergyOne is the only source you need to meet all your energy requirements.

It's America's newest source of energy.

A single source. **Simplified choices.** Cost-effective energy solutions.

That's the EnergyOne portfolio from UtiliCorp United.

The Following UtiliCorp Companies Offer EnergyOne Products And Services:

Broad Street Oil & Gas
Kansas Public Service
Michigan Gas Utilities
Missouri Public Service
Northern Minnesota Utilities
Peoples Natural Gas
WestPlains Energy
West Kootenay Power
West Virginia Power

UTILICORP UNITED
ENERGYONE.



UtiliCorp United
Is Leading The
Evolution Of Energy



UTILICORP UNITED
ENERGYONE.

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UtiliCorp Has A History Of Energy Leadership

UtiliCorp United is a nationally recognized provider of **innovative energy solutions**, with a growing presence internationally. We have facilities in 17 states and provide energy services to electric and natural gas customers in 45 states, two Canadian provinces, the United Kingdom and New Zealand.

We began as the Green Light and Power Company, founded by Lemuel K. Green in Pleasant Hill, Missouri, in 1917. In 1922, our name was changed to West Missouri Power Company, and five years later we merged with Missouri Public Service Company.

In 1985, reflecting the fact that we served numerous areas of the country, we changed our corporate name to **UtiliCorp United Inc.** Missouri Public Service became the first UtiliCorp division, and Richard C. Green Jr. became the fourth generation of his family to guide the company.

In the last 10 years, UtiliCorp has grown into a company with **\$3 billion** in assets and **\$1.5 billion** in revenues. Our growth has been fueled through regulated utility acquisitions and investments in non-regulated energy or utility-related operations. Today, we own eight utilities — seven in the United States and one in Canada.

As UtiliCorp continues to grow, we still hold true to our founder's vision to serve customers better than any other energy provider. At the same time, we've embraced the energy industry's changing environment with an entrepreneurial spirit, developing innovative energy solutions and providing customers with a **single source** for all of their energy needs.

We Provide Value-Added Solutions For Commercial And Industrial Customers

SUPPLY SOLUTIONS In today's energy environment, you have a wide array of energy choices. UtiliCorp offers low-cost solutions from simple, reliable delivery products to complex, customized supply services.

- ▶ **AdvisorOne™ Service** We can provide a detailed assessment of your energy sources and purchasing process. We can also show you how to use more efficient supplies and technologies, lower costs, and increase reliability.
- ▶ **Fuel and Power Management Services** Our energy experts can design an energy supply package tailored to your specific needs. We'll secure reliable electric and gas services at competitive prices.

UTILITY SOLUTIONS With nearly 80 years of experience in the utility industry, UtiliCorp is well-positioned to help customers design, finance, build and maintain their facility investments.

- ▶ **Hot Spot™ Service** Using infrared technology, we can locate high temperature areas that may indicate potential problems in your facility. These inspections can prevent unexpected power outages that disrupt operations and threaten the safety of your employees and customers.
- ▶ **Power Services** When your facility generates its own electricity, you may be able to lower the cost of power. We can help you design, finance, build and maintain your own generation facility to meet your power and thermal needs.

Utility Solutions (continued)

- ▶ **Special Utility Services** We provide a variety of products that can make your facilities safer and more efficient. We'll maintain your gas distribution, outdoor lighting, high-voltage and generation equipment. And we'll design and build utility facilities to meet your individual needs.
- ▶ **Perfect Power™ Services** Our energy experts can improve the power quality, reliability and voltage regulation of your facility by providing equipment options and customized system design solutions.

TECHNOLOGY AND EQUIPMENT SOLUTIONS

We use the experience of UtiliCorp's dedicated energy experts and carefully selected partners to design, develop and install emerging and proven technology solutions that can help lower your energy costs.

- ▶ **ProfileOne™ Service** Our ProfileOne report provides a detailed analysis of your energy usage based on real-time measurement. Knowing the contribution of energy to your overhead can help you more efficiently manage your operation.
- ▶ **Productivity and Efficiency Services** EnergyOne experts are knowledgeable on the most current process and HVAC equipment. We can point out opportunities to increase your competitiveness by utilizing the best equipment to meet your needs.
- ▶ **Environmental Energy Services** Responsible management of the environment is a critical business concern. Our Environmental Energy Services can provide energy solutions to environmental challenges such as waste disposal and treatment.

EnergyOne Makes All The Comforts Of Home Even More Comfortable

The EnergyOne portfolio provides residential customers with a wide array of services to make your home safer and more energy efficient.

Convenience We offer everything from appliance and HVAC inspection and repair programs to new appliance financing and electronic funds transferring. And we do it all with the convenience of one-stop shopping.

Security Every homeowner wants a safe place for his or her family to live. With the EnergyOne security package, we offer security from unexpected large utility and appliance repair bills, service interruption, nighttime prowlers, carbon monoxide poisoning, gas leaks, and more.

Efficiency We can help you reduce your energy costs by making it easy for you to purchase and install energy-saving, high-efficiency gas or electric appliances in your home.

It's Easy To Learn More About UtiliCorp And EnergyOne

To find out more about how EnergyOne can help you satisfy your energy needs now and in the future, call your EnergyOne representative or **1-800-E1-EXPRT.**

Or access our Internet home page at:
<http://www.utilicorp.com> or <http://www.energy1.com>

Economic Development

Cooperative Marketing

UtiliCorp United believes that the best strategies for economic development are those developed at the community level by people knowledgeable about the community's specific assets and opportunities. We also know that local financial resources are not always sufficient to aggressively pursue these strategies.

The cooperative marketing program is a partnership involving our dollars and assistance in conjunction with local dollars, local economic development expertise and a specific, targeted marketing strategy to achieve economic development objectives more effectively than traditional methods.

Through the co-op marketing program, UtiliCorp may provide a maximum of \$3,000 on a dollar-for-dollar matching basis to devise an economic development strategy or to carry out a marketing project. Annually, we expect to provide \$100,000 to assist from 30 to 50 projects in over 1,000 communities – limit one project per community per calendar year.

The funds may be used for costs related to implementing targeted marketing strategies, including developing brochures, advertising, telephone, travel and many other purposes. Innovation is encouraged. The funds may not be used to pay salaries of regular employees, administrative costs, capital construction or other non-marketing costs. Also, funds may not be used for printing or reprinting materials for general use.

PROJECT EXAMPLES

Project examples include, but are not limited to, the following:

- ▶ Advertising an attractive, available building
- ▶ Travel in conjunction with prospect follow-up or development
- ▶ Preparing a feasibility study to the specifications of prospect
- ▶ Direct mail and telephone follow-up to potential buyers of a business scheduled to close
- ▶ Grant application or loan package development for a specific project

UTILICORP UNITED
ENERGY ONE

The companies that bring you
EnergyOne products and services are:

Kansas Public Service

Michigan Gas Utilities

Missouri Public Service

Northern Minnesota Utilities

Peoples Natural Gas

UtiliCorp Energy Solutions

WestPlains Energy

West Virginia Power

*For more information, contact your
UtiliCorp United customer service
center or call:*

Colorado - Fred Niehaus
(800) 680-1374

Iowa - Clark A. Smith
(800) 306-4237

Kansas - Scott McGinley
(800) 699-1264

Michigan - Brien M. Starnes, CED
(800) 680-8370

Minnesota - Calvin W. Clark
(800) 891-8890

Missouri - Greg C. Foss, CED
(800) 680-7843

Nebraska - Roger A. Christianson, CED
(800) 232-1850

West Virginia - Larry Meador
(800) 983-6374

All States - Jeffrey L. Jorgensen, CED
(800) 739-2603

PROJECT APPROVAL

Project approval and the level of funding will be determined based on the following evaluation criteria:

Evaluation Criteria	Maximum Points
1. Match between target audience needs and community assets.	15
2. Potential for near-term success.	15
3. Likely effectiveness of marketing strategy/project.	15
4. Community economic development capacity.	15
5. Potential benefits (jobs, investment, tax base).	15
6. Amount requested and in-kind contributions (cost/benefit)/other cash.	15
7. Multi-UCU community cooperation/benefit.	10

Projects will be rated by UtiliCorp state economic development directors. Communities are encouraged to get assistance from UtiliCorp personnel and other economic development agencies in developing their proposals.

APPLICATION REQUIREMENTS

Applicants must be a generally recognized economic development organization for the community. Subcontracts with consultants or other economic development service providers are allowed.

Applications should follow the attached outline and not exceed five typewritten pages.

Successful applicants are expected to meet the following conditions:

1. Applicant will consult with UtiliCorp on fine-tuning of project.
2. Upon approval, UtiliCorp and the community will enter into a written agreement.
3. UtiliCorp involvement in the project will be recognized on printed materials and through a joint news release.
4. Projects should be planned to be completed within 12 months.
5. Requests for payment(s) will include appropriate documentation of expense and evidence of payment (for reimbursement) or local one-half payment (for direct payment).
6. Brief progress reports will be provided quarterly during the project providing information on achievement of goals, obligation and expenditure of funds.
7. UtiliCorp will be informed of significant results occurring after the project completion.

UTILICORP UNITED
ENERGYONE.

...For People Who Work Or Live Near A Natural Gas Pipeline

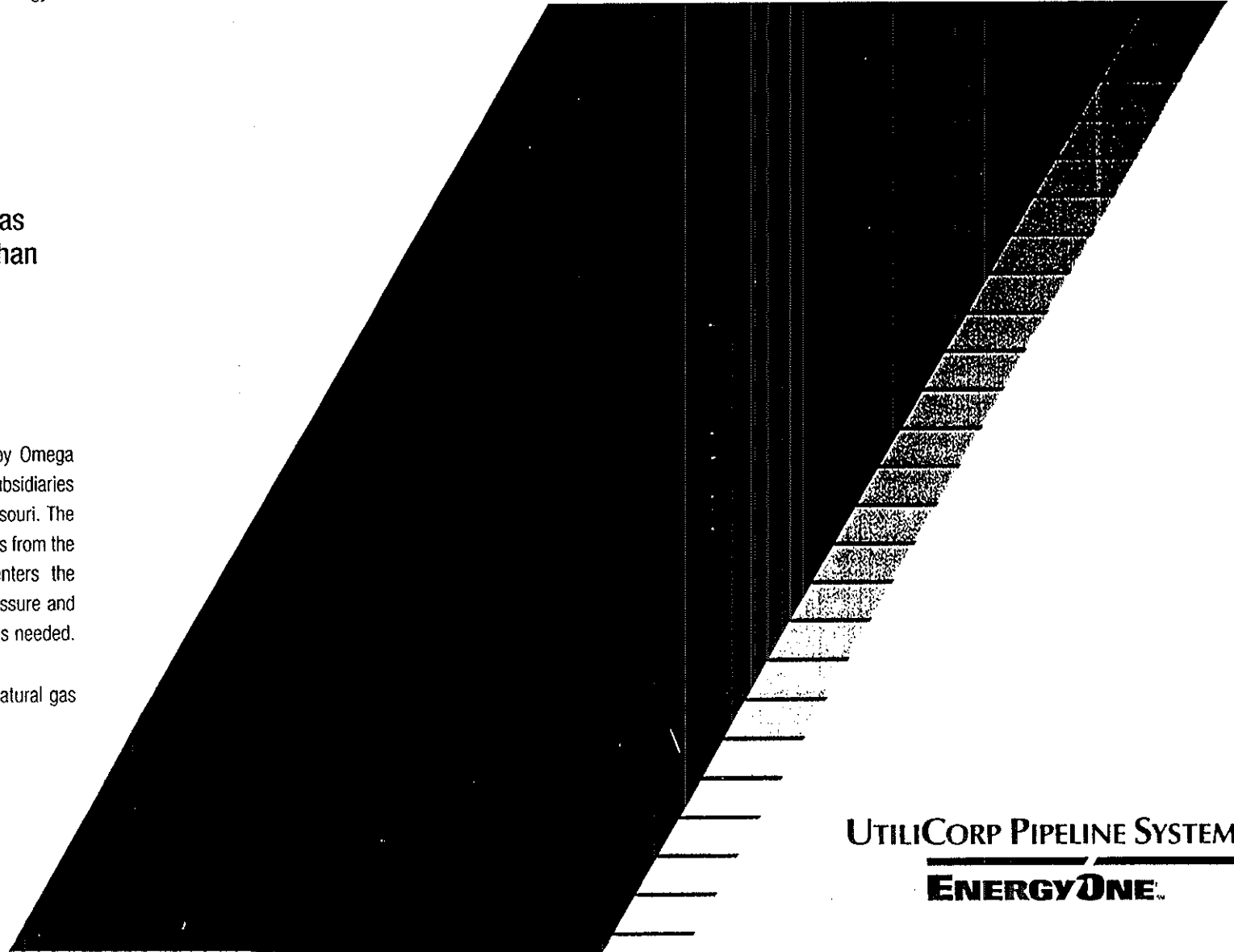
At Fort Leonard Wood, many of the buildings and all of the housing units are heated by natural gas. It is the energy of choice for many reasons:

- ▶ Natural gas burns cleanly and efficiently. It is easy on the environment.
- ▶ Domestic supplies of natural gas are abundant and less costly than other fuels.
- ▶ Delivery of natural gas is safe and dependable.

Natural gas is delivered to Fort Leonard Wood by Omega Pipeline Company and Missouri Gas Company, subsidiaries of UtiliCorp Pipeline Systems of Kansas City, Missouri. The gas flows through a series of underground pipelines from the producing fields in Texas and Oklahoma. It enters the distribution system on post, which lowers the pressure and delivers the gas to the buildings and homes as it is needed.

This brochure was created to inform you about natural gas pipeline safety.

Natural Gas Pipeline Safety...



UTILICORP PIPELINE SYSTEMS
ENERGYONE

Is It Safe To Live And Work Around Natural Gas Pipelines?

Absolutely, YES. There are hundreds of thousands of miles of natural gas pipelines in the United States. Chances are you've lived and worked around a natural gas pipeline before and never given it a thought. We hope this brochure will help you understand the safety issues that are involved and, in turn, help us maintain our good safety record.

Where Are The Pipelines On Post?

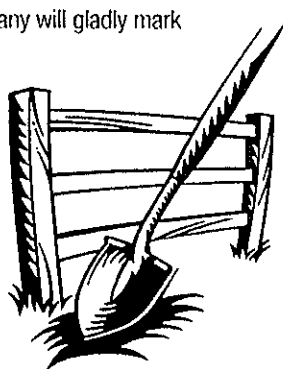
When a stretch of pipeline is installed, it is the goal of the pipeline company to disturb only what is absolutely necessary and to restore the land to its original state, or at least as close as possible. So, you will not be able to locate the pipeline just by looking for it.

Pipeline identification signs are posted at regular intervals along the pipeline route. If you have a sharp eye, you may have noticed them along the road or highway because they mark anywhere

a pipeline is buried under a traffic way. The pipeline operator's name and telephone number are on the signs. Marker signs are not used, however, to designate the locations of the lines to individual buildings or housing units.

What If I Need To Dig A Hole?

Proper planning is very important if you have a project that involves any amount of digging, including a foundation, a fence, a flagpole, or even landscaping. Upon request, a representative of the pipeline company will gladly mark the exact location of the lines in your area. Also, an Excavation Permit (FLW Form 364) is required for projects on post. Before undertaking any project that involves digging, a completed permit must be obtained. Housing area occupants should contact the DPW Family Housing Branch located in room 1207, Building 470 (or, call 596-0973) to obtain permits. All other personnel should contact the DPW Work Management Section, Building 2200. All permits must include a map or drawing showing proposed digging locations.



How Can I Detect A Leak?

In its natural state, gas is invisible and odorless but it can be detected if you know what to look for - or, rather what to "smell for."

To help detect even the smallest of leaks, the pipeline company adds a strong, unpleasant chemical scent to the gas. The chemical is harmless but has a foul odor that often is described as smelling like rotten eggs. Smelling that distinctive odor is the best tool we have for finding possible leaks.

You may be able to hear or see a natural gas leak. Natural gas escaping from the line may emit a hissing sound; the louder the sound, the larger the leak. Bubbles in water, or other liquids, or discolored vegetation near the line also could be signs of a gas leak.

What Do I Do If I Suspect A Leak?

If you detect the faint smell of natural gas in your home, check the pilot lights in the stove and the hot water heater.

If a pilot light has gone out, call the DPW Service Order Desk at 596-0333.

If you detect the strong smell of natural gas, inside your house or outside, or if you hear or see any other signs of a leak, leave the area immediately. From a safe location, call the Fort Leonard Wood Fire Department at 117. This number is answered 24 hours a day. Personnel will be dispatched immediately to investigate the leak.

Do not create sparks or other sources of heat around the suspected leak. Do not smoke. Do not strike a match or start an engine. Do not even turn on or off a light switch in the immediate vicinity.

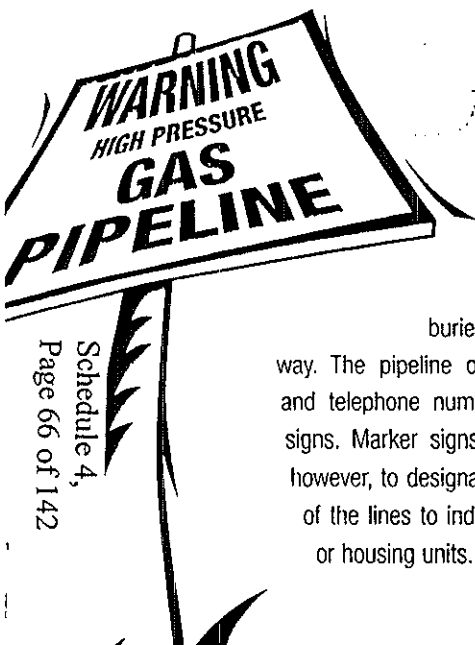
What Is The Pipeline Doing For Safety?

The pipeline systems owned and operated by UtiliCorp Pipeline Systems are carefully and continuously monitored, 24 hours a day and seven days a week, from a centralized dispatching center. Local personnel conduct periodic field inspections, follow a strict maintenance routine, and mark the exact location of the line as requested.

UtiliCorp Pipeline participates in public education programs such as Fort Leonard Wood's Annual Safety Day each spring. It also meets regularly with emergency response personnel, participates in newcomers orientation, and publishes informational brochures for distribution to interested parties.

Omega Pipeline Company and Missouri Gas Company are proud to serve Fort Leonard Wood. If you have additional questions, please contact the DPW Operations Branch at 596-0214.

UTILICORP PIPELINE SYSTEMS
ENERGY ONE



Finally, There's Good News For Today's Homeowners



ENERGYONE
Security

Is Your Home As **Safe** *As It Should Be?*

There's nothing more important than keeping your family safe and secure. But a break-in can shatter that sense of security and leave you and your family feeling threatened.

Consider these facts:

- ▶ THE AVERAGE FAMILY HAS ABOUT A ONE-IN-FOUR CHANCE OF BEING VICTIMIZED BY A SERIOUS CRIME EACH YEAR.
- ▶ NEARLY 30 PERCENT OF ALL AGGRAVATED ASSAULTS AND 60 PERCENT OF ALL RAPES HAPPEN DURING SIMPLE BREAK-INS.
- ▶ STUDIES SHOW THAT WOULD-BE THIEVES ARE UP TO SIX TIMES MORE LIKELY TO AVOID HOMES WITH A SECURITY SYSTEM.
- ▶ SECURITY SYSTEMS PREVENT 74 PERCENT OF ALL BURGLARY ATTEMPTS FROM SUCCEEDING.

Introducing EnergyOne Security:
There's never been a smarter way to protect your family and your home.

Only EnergyOne Security Puts 24-Hour Home Protection *At Your Fingertips*

ALERT OUR 24-HOUR MONITORING STATION TO...

- ▶ REACH YOUR NEAREST FIRE STATION.
- ▶ NOTIFY THE POLICE OF A BREAK-IN.
- ▶ CALL FOR MEDICAL ASSISTANCE AT THE TOUCH OF A BUTTON.
- ▶ OPERATE YOUR SYSTEM FROM INSIDE OR OUTSIDE YOUR HOME.
- ▶ WARD OFF WOULD-BE INTRUDERS.
- ▶ OPEN YOUR GARAGE DOOR*.
- ▶ TURN YOUR LIGHTS ON AND OFF*.

*ADDITIONAL EQUIPMENT MAY BE REQUIRED.

We know that every second counts in an emergency.

When our monitoring station receives an emergency signal, help is on the way. Within moments, police or firefighters can be notified, thanks to the EnergyOne Security System's quick detection and instant response. In addition to contacting the appropriate authorities, the monitoring station will also notify your relatives, friends, office — whomever you designate.



Our monitoring station operates 24 hours a day, seven days a week, and our professionals are trained to know exactly what to do in an emergency. The monitoring station can respond to virtually anything that happens in your home, from break-ins or fire to environmental threats such as freezing, flooding and the presence of carbon monoxide. And thanks to smart EnergyOne Security, you can transmit an immediate call for help if an emergency situation should arise.

And to give you even more **peace of mind**, our monitoring station has a back-up station, located in another geographic region of the United States, so you'll know your system is always being carefully and constantly monitored.

The smarter the system, the safer you'll feel.

In the event of an intrusion or other monitored condition, your EnergyOne Security System can inform the monitoring station not only what the situation is, but exactly where it is located within your home. Ordinary systems cannot provide this kind of vital information.

In fact, your EnergyOne Security System is so intelligent, it even knows how to check itself constantly. Thanks to a patented and unique technology, the system communicates with every sensor in your home, supervising its operating condition and status. If any component isn't functioning properly, the system automatically alerts you and the monitoring station of the problem.

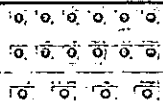
EnergyOne Security

Is The Next Generation In Home Security

ENERGYONE SECURITY IS **SMART**

EnergyOne Security Systems use patented, smart technology to thoroughly protect your home against intruders. Each one is wireless, interactive and even features a keychain remote transmitter that lets you operate the system from inside or outside your home.

BACK DOOR - DPEH

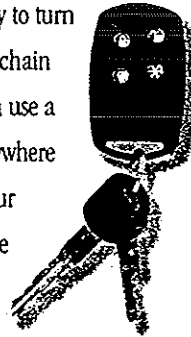


In fact, these systems are so advanced, they give you more than

security. They can easily be upgraded to monitor, detect and allow emergency dispatching for:

- FIRES
- ENVIRONMENTAL THREATS SUCH AS:
FREEZING TEMPERATURES,
FLOODING CONDITIONS AND
CARBON MONOXIDE
- PERSONAL PROTECTION SUCH AS:
LATCH KEY NOTIFICATION
AND PANIC ALERT WITH
TWO-WAY VOICE
COMMUNICATION

Our smart systems also provide home control functions such as the ability to turn lights on and off with a keychain remote transmitter. You can use a touch-tone phone from anywhere in the world to program your security system or to activate an energy-saving function for your thermostat.



You can expand or upgrade your system anytime after purchase, as your needs change and grow in the future. This makes EnergyOne Security a very wise investment.

ENERGYONE SECURITY IS **EASY**

Because they're wireless, EnergyOne Security Systems can easily be installed in hours, with no mess and little disruption to your home and lifestyle. They're easy to use, with programmable keypads and voice confirmation of commands. They're also easy to buy. You can enjoy peace of mind for as little as **\$7.70 per month***. That's all it has to cost to protect your family and home.

ENERGYONE SECURITY IS **RELIABLE**

EnergyOne Security is completely **reliable**. EnergyOne Security is one of the many energy-related products and services offered by a national energy company with an 80-year history of providing high-quality products and services to millions of homeowners across the United States, including many in your community. We have experience in meeting customers' needs and in providing service under even the most severe conditions. Trust EnergyOne Security to give you the **peace of mind** you want for your family and your home, today and in the future.

\$7.70

MO/36 MONTHS*

**WE MAKE RELIABLE HOME
SECURITY AFFORDABLE**

* \$7.70/month for 36 mo., APR 18%. Installation only. Taxes, registration and permit fees may apply. Subject to credit approval. See Customer Order/Service Agreement and Financial Disclosure for complete details, terms and conditions and finance options. Monthly monitoring fee also required.

To Learn More About EnergyOne
Security_{call}

1-800-504-2000.

ENERGYONE_{SM}
Security

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Stop Worrying About Unexpected Appliance Repair Bills

When your appliances are covered
by Service Guard, you won't have to
worry if one of them breaks down.
Because Service Guard protects you from
the high cost of unexpected repair bills.

For just one low monthly fee,
Service Guard covers most parts and
labor on your major home appliances.
No minimums. No hidden extras.

And considering that one
service call alone can cost \$100 or
more, you really can't afford to be
without this low-cost protection against
budget-breaking repair bills.

Service Guard Has Strong Support

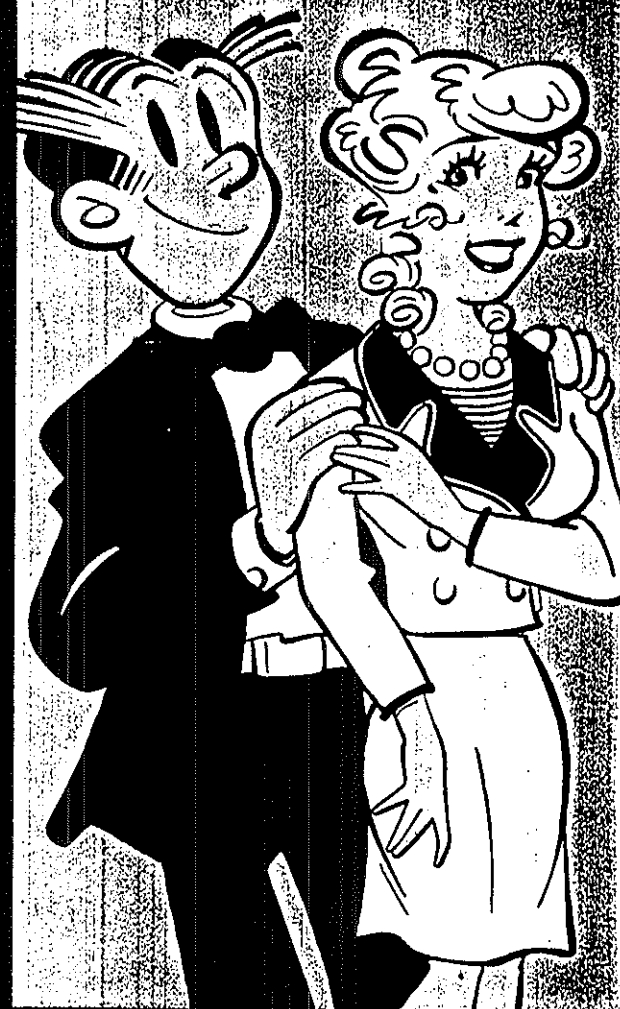
Service Guard is part of the complete
portfolio of high-quality energy services
offered by EnergyOne, backed by the
strength of a company with an 80-year
history of exceptional service.

EnergyOne services provide homes and
businesses locally and across America
with everything from appliance repairs
to clean, safe natural gas heating and
reliable electric power.

MICHIGAN GAS UTILITIES
ENERGYONE

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Service Guard®

Protects You From Costly Appliance Repair Bills



Service Guard Takes The Mystery Out Of Finding Reliable Appliance Repairs

Getting repairs with **Service Guard is easy**. For example, if your refrigerator loses its cool, you simply **call one number** and a skilled Service Guard technician will come out and fix the problem.

And just in case your furnace stops on a frigid winter night, Service Guard technicians are **on**

TYPICAL REPAIR CHARGES WITHOUT SERVICE GUARD:

WASHER.....	\$103.85
DRYER.....	\$116.40
RANGE.....	\$126.95
REFRIGERATOR..	\$163.30
FURNACE.....	\$205.95
CENTRAL AIR...	\$215.18

call 24 hours a day, seven days a week, including weekends and holidays, for no-heat emergencies.

Service Guard has provided **reliable repair service** for more than 13 years. Our technicians are thoroughly

trained and certified to repair virtually all makes and models of appliances and heating and cooling units, regardless of age.

Just as important, we **guarantee** our work.

Service Guard Responds Quickly

Service Guard saves you time and minimizes hassles. Because we're **locally based**, we can respond to your call quickly. To help you plan your day, we estimate in advance what time our technician will arrive for a service call.

It's today's most economical, **risk-free** way to protect against big, unexpected repair bills. You can't afford not to have Service Guard.

To start enjoying the protection Service Guard provides against costly appliance repairs, just fill out and send in the enclosed reply card, or call Service Guard at **800-782-0475** to enroll.



Choose The Plan That Best Meets Your Needs

Service Guard Basic \$8.25 a month covers repairs on:

- ▶ Gas or electric central home heating
- ▶ Gas or electric clothes dryer
- ▶ Gas or electric range
- ▶ Gas or electric water heater

Service Guard Plus \$14.95 a month covers repairs on:

- ▶ Gas or electric central home heating
- ▶ Central electric or gas air conditioning or heat pump
- ▶ Gas or electric clothes dryer
- ▶ Gas or electric range
- ▶ Gas or electric water heater
- ▶ Clothes washer
- ▶ Refrigerator

Service Guard Furnace Plan For just \$7.95 a month you receive:

- ▶ A **FREE** eight-point furnace inspection
- ▶ 24-hour, no-heat emergency service
- ▶ Parts and labor covered for nearly all furnace repairs

Stop Worrying About Unexpected Appliance Repair Bills

When your appliances are covered
by Service Guard, you won't have to
worry if one of them breaks down.

Because Service Guard protects you from
the high cost of unexpected repair bills.

For just one low monthly fee,
Service Guard covers most parts and
labor on your major home appliances.
No minimums. No hidden extras.

And considering that one
service call alone can cost \$100 or
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without this low-cost protection against
budget-breaking repair bills.

Service Guard Has Strong Support

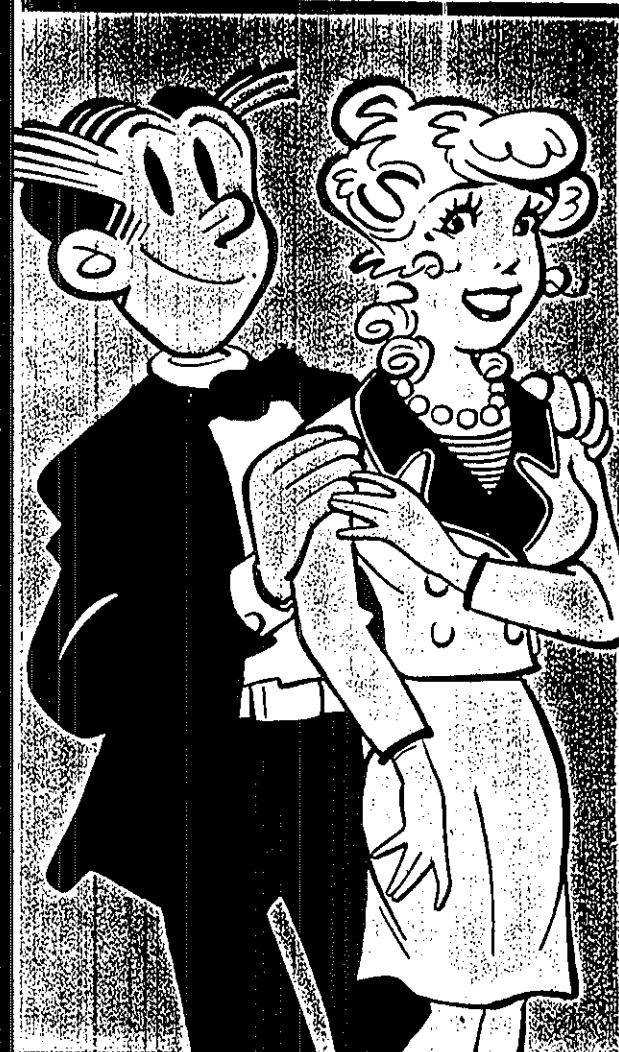
Service Guard is part of the complete
portfolio of high-quality energy services
offered by EnergyOne, backed by the
strength of a company with an 80-year
history of exceptional service.

EnergyOne services provide homes and
businesses locally and across America
with everything from appliance repairs
to clean, safe natural gas heating and
reliable electric power.

PEOPLES NATURAL GAS
ENERGYONE

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Service Guard®

Protects You From Costly Appliance Repair Bills



Service Guard Takes The Mystery Out Of Finding Reliable Appliance Repairs

Getting repairs with **Service Guard is easy.**

For example, if your refrigerator loses its cool, you simply **call one number** and a skilled Service Guard technician will come out and fix the problem.

And just in case your furnace stops on a frigid winter night, Service Guard technicians are **on call**

TYPICAL REPAIR CHARGES WITHOUT SERVICE GUARD:

WASHER.....	\$103.85
DRYER.....	\$116.40
RANGE.....	\$126.95
REFRIGERATOR.....	\$163.30
FURNACE.....	\$205.95
CENTRAL AIR.....	\$215.18

24 hours a day, seven days a week, including weekends and holidays, for no-heat emergencies.

Service Guard has provided **reliable repair service** for more than 13 years. Our technicians are thoroughly

trained and certified to repair virtually all makes and models of appliances and heating and cooling units, regardless of age.

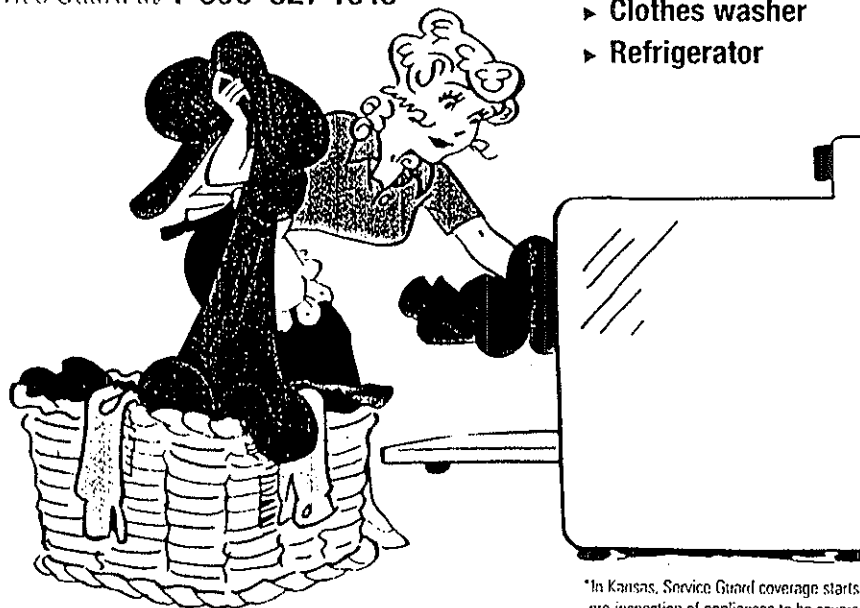
Just as important, we **guarantee** our work.

Service Guard Responds Quickly

Service Guard saves you time and minimizes hassles. Because we're **locally based**, we can respond to your call quickly. To help you plan your day, we estimate in advance what time our technician will arrive for a service call.

It's today's most economical, **risk-free** way to protect against big, unexpected repair bills. You can't afford not to have Service Guard.

To start enjoying the protection Service Guard provides against costly appliance repairs, just fill out and send in the enclosed reply card, or call Service Guard at **1-800-327-1645** to enroll.*



You Can Choose From Two Different Plans To Meet Your Needs

Service Guard Basic
\$8.25 a month covers repairs on:

- ▶ Gas or electric central home heating
- ▶ Gas or electric clothes dryer
- ▶ Gas or electric range
- ▶ Gas or electric water heater

Service Guard Plus
\$14.95 a month covers repairs on:

- ▶ Gas or electric central home heating
- ▶ Central electric or gas air conditioning or heat pump
- ▶ Gas or electric clothes dryer
- ▶ Gas or electric range
- ▶ Gas or electric water heater
- ▶ Clothes washer
- ▶ Refrigerator

*In Kansas, Service Guard coverage starts as soon as the Company completes a pre-inspection of appliances to be covered.

Q How reliable are carbon monoxide detectors, and what should I look for when purchasing one?

A At the urging of the Consumer Products Safety Commission in 1992, Underwriters Laboratories (UL) created a U.S. standard for carbon monoxide sensors for residential use. The standard UL 2034 specifies minimum sensitivity, alarm times and reliability. Consumers should look for the UL approval when purchasing a carbon monoxide detector. In addition, several carbon monoxide detectors have received certification from American Gas Association laboratories (AGA).

Q Where may I purchase a carbon monoxide detector?

A Carbon monoxide detectors are available through hardware stores, building supply outlets, specialty stores, and in many cases, your local utility company.

Q How much does a carbon monoxide detector cost?

A Costs vary depending on the technology used to detect carbon monoxide, the product warranty and features offered. Generally, a residential unit will range from \$40-\$60. Carbon monoxide detectors that have digital displays, recall functions and back-up power supply are available in the \$60-\$80 price range.

ENERGYONESM

CARBON MONOXIDE

Questions & Answers

ENERGYONESM

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Q Why should I be concerned about carbon monoxide poisoning?

A Carbon monoxide is a poisonous gas that is especially dangerous due to its physical characteristics and effect on the body. It is often referred to as the "silent killer." There are many potential sources and conditions that may produce carbon monoxide. All are related to the incomplete combustion of fossil fuel. In any enclosed space (home, recreational vehicle, boat, etc.) even a small accumulation of carbon monoxide can be dangerous.

Q What makes carbon monoxide so dangerous?

A Carbon monoxide is an odorless, colorless and tasteless gas that is very toxic. When carbon monoxide is inhaled, it produces an effect known as chemical asphyxiation. Injury occurs when carbon monoxide combines with hemoglobin in the blood, lowering the blood's oxygen-carrying capacity. Even at very low parts-per-million levels, the body is quickly affected by oxygen starvation. Exposure during sleep is particularly dangerous.

Q What is the source of carbon monoxide?

A Carbon monoxide is produced by the incomplete burning of fuels such as natural gas, propane, heating oil, kerosene, coal, charcoal, gasoline or wood. This problem can occur in any device that depends on burning for heat or energy. For example, furnaces, boilers, room heaters, water heaters, stoves, grills and any gasoline engine (e.g., autos, lawnmowers, snow blowers) are included on this list.

Q What are some common sources of carbon monoxide in my home?

A The most common causes of carbon monoxide accumulation in homes include: a blocked or poorly ventilated fireplace chimney or furnace (flue, faulty or damaged heating equipment (especially cracked furnace heat exchangers), malfunctioning space heaters, and automobile or lawn mower exhaust in unventilated garages.

Q Is natural gas more likely to be a source of dangerous carbon monoxide than other fuels?

A No. When properly installed and maintained, your natural gas furnace and water heater do not pollute the air with carbon monoxide. Natural gas is known as a "clean burning" fuel because under correct operating conditions, it gives off water vapor and carbon dioxide, which are not toxic. (Carbon dioxide is also present in the air we exhale and is necessary for plant life.) These byproducts are released from furnaces and water heaters to the outside through a vent or chimney.

Q How can I protect myself from carbon monoxide?

A Carbon monoxide is produced from improper combustion or defective equipment, so it is very important to have your appliances inspected and adjusted by a qualified heating or service contractor at least once a year. In addition, autos or other gasoline burning engines should not be operated in unventilated garages or near areas where air may enter a home or building.

Q How can I detect the presence of carbon monoxide?

A Because carbon monoxide is odorless, colorless and tasteless, humans cannot detect the presence of carbon monoxide. Today, carbon monoxide detection devices are available that continuously monitor your home's air. If the carbon monoxide concentration ever nears a harmful level, an alarm will sound so that you can safely leave your home and request assistance in determining the source of carbon monoxide.

Q Will one carbon monoxide detector be sufficient for my house?

A Because carbon monoxide gas moves freely in the air, we suggest you place the detector in or as near as possible to the sleeping areas of your home. You are most vulnerable to the effects of carbon monoxide poisoning during sleeping hours. The number of detectors you need depends on the size and shape of your home and your living habits. Very large or multi-level dwellings sometimes require several detectors to provide adequate protection.

Q How does a detector work?

A Detectors are available that either operate on battery power or plug into a standard 120V electrical outlet. Depending on the technology used, the presence of carbon monoxide is sensed through a chemical sensor device or electronic air sampling. In either case, when harmful levels of carbon monoxide are detected, an alarm is sounded that is designed to wake even sleeping family members.

Basic Security System

Enjoy Greater Peace Of Mind By Reducing The Risk Of Break-ins

Description

The EnergyOne Basic Security System is more than a security system. It's the smart, affordable way to protect your family and home.

This **wireless** system utilizes both perimeter detection devices for doors and windows, and interior intrusion protection using a motion detector that senses body heat to detect intruders. The system is so smart it actually talks to you, using a **digitized voice** to confirm that you've armed the system correctly and to tell you if a door or window has been opened, and which one. The system's built-in speaker even announces trouble conditions, such as "AC power failure."

The system comes complete with a back-up battery in case of power failure, a built-in siren and **automatic phone line capture** that sends an emergency signal to our monitoring station even if the line is busy.

And just as important, the system is convenient and easy to use. With the touch of a button on your **keychain remote transmitter**, you can arm and disarm your security system from inside or outside your home. You even get a homeowner's video guide to acquaint you with all the benefits of the system.

Another unique feature of the EnergyOne Basic Security System is its **expandability**. As your needs change and grow, the Basic System can be enhanced to cover additional points of protection within your home and include other functions such as lighting control or a two-way voice system that allows our monitoring station to speak directly with you through the control panel during an emergency.

And best of all, you can enjoy this added peace of mind for your family and your home for as little as \$7.70/month.*

To learn more about EnergyOne Security, call 1-800-504-2000.

* \$7.70/month for 36 mo., APR 18%. Installation only. Taxes, registration and permit fees may apply. Subject to credit approval. See Customer Order/Service Agreement and Financial Disclosure for complete details, terms and conditions and finance options. Monthly monitoring fee also required.

- ▶ Control Panel/Keypad With Up To Eight Points Of Protection
- ▶ Two Door Or Window Sensors
- ▶ One Motion Sensor
- ▶ One Keychain Remote Transmitter
- ▶ Battery Back-Up In Case Of Power Failure
- ▶ Automatic Phone Line Capture
- ▶ Voice Confirmation
- ▶ One Built-In Siren
- ▶ Homeowner's Video Guide

ENERGYONESM
Security

Premises Monitored By

ENERGYONE
Security

800-915-8998

A

B

SECURITY
SYSTEM
VIDEO
GUIDE

C

D

E

F

ENERGYONE
Security

A. Yard Sign and Decals

Security systems prevent 74 percent of all burglary attempts from succeeding. The chance of a burglary is 2.5 to 6 times more likely for homes without security systems. The yard sign and window decals alert would-be intruders that you have an EnergyOne Security System in your home.

B. Homeowner's Video Guide

This helpful video provides instruction on how to use your EnergyOne Security System and take full advantage of all the benefits your system offers. This video can also serve as a quick and easy way to show other family members or residents how to use the system.

C. Door and Window Sensors

There are two lines of defense in most home security systems: interior and perimeter. Door and window sensors protect the perimeter of your home and notify you and the authorities of an attempted break-in even before an intruder enters the home.

D. Keychain Remote Transmitter

This four-button control will allow you to arm or disarm the system from inside or outside your home. It can also be used as a panic button if a family member is caught by surprise entering your home, or to activate home controls such as lights or the garage door.

E. Motion Sensor

Motion sensors provide interior intrusion protection by measuring body heat and movement to detect intruders. They provide an extra measure of security for high traffic areas or remote locations in the home. They are especially useful for covering large areas within your home and can be adjusted to allow the free movement of pets.

F. Voice Confirmation

The system is so smart, it actually talks to you. It uses a digitized voice to confirm that you've armed the system correctly and to tell you if a door or window has been opened, and which one.

Built-In Siren

Sound and lights are powerful deterrents to burglars. The system's built-in siren alerts the intruder that our monitoring station is dispatching the authorities.

Automatic Phone Line Capture

This feature will automatically take over your phone line in the event of an intrusion, fire or other monitored condition, even if someone is on the phone or takes it off the hook. This allows your system to quickly notify EnergyOne Security's central monitoring station of an emergency. Unlike many other systems, this is an important feature we include in all our security systems. After all, in an emergency, your family is relying on the call getting through.

Battery Back-up

In the event of a power failure, the system will continue to operate for several hours and provide your family and home with continuous protection.

ENERGYONE
Security

Personal Care

Save Precious Seconds In A Medical Emergency

Description

There's nothing more important than your health and the health of your family. And in a medical emergency, when even a few seconds can mean the difference between life and death, it's especially important to be able to reach medical professionals immediately.

The EnergyOne Security Personal Care enhancement can do just that. This package includes one water-resistant **panic pendant** that the wearer can use to immediately notify our monitoring station in the event of an injury or other emergency.

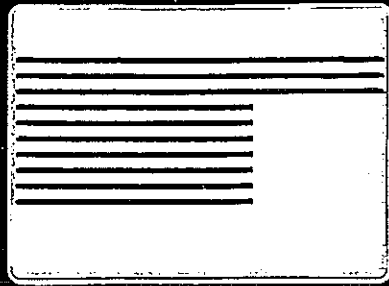
In addition, a **two-way voice system** allows our monitoring station to speak with someone in your home through a speaker in your control panel, in the event of an emergency.

To learn more about EnergyOne Security, call 1-800-504-2000.

- ▶ Two-Way Voice Capability
 - ▶ One Water-Resistant Panic Pendant
- (Additional monitoring fee required)

ENERGYONESM
Security

A



B



A. Two-Way Voice Capability

Two-way voice capability allows our 24-hour monitoring station to speak directly with you through your control panel during an emergency. The system can also be used to confirm a false alarm.

B. Panic Pendant

The water-resistant panic pendant allows the wearer to notify our monitoring station immediately in case of emergency or accident. Our monitoring station can call medical professionals so help can be on the way in moments. This is especially beneficial for elderly residents who may not be able to reach a phone if they become ill or injured.

ENERGYONESM
Security

Fire Protection

Protect Your Family With Early Fire Detection

Description

Early detection of a fire gives you and your family greater chance for survival. It's also the most effective way to minimize fire damage to your home.

EnergyOne Security offers a **fire protection** enhancement that includes two smoke detectors, one rate-of-rise heat sensor and one exterior siren with a strobe light.

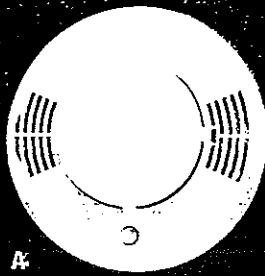
The two monitored **smoke detectors** can sense the presence of smoke in your home. When a detector is triggered, it emits a loud noise that can be heard in every room of the house, so your family can escape the danger. At the same time, it sends an alarm signal to our 24-hour monitoring station so firefighters can be dispatched in a matter of moments. An **exterior siren** with a flashing strobe light is also activated, alerting neighbors of the fire and guiding firefighters to your home.

The fire protection enhancement also includes a **rate-of-rise heat detector** that senses a rapid rise in temperatures over a very short period of time. This sensor is especially useful in garages and basements where highly combustible materials can cause dangerous flash fires.

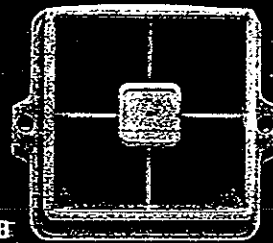
To learn more about EnergyOne Security, call 1-800-504-2000.

- ▶ Two Monitored Smoke Detectors
- ▶ One Exterior Siren With Strobe Light
- ▶ One Rate-of-Rise Heat Detector

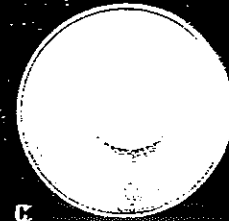
ENERGYONESM
Security



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C

A. Smoke Detectors

Detecting a fire quickly gives you and your family precious time to escape and brings firefighters to your home faster. Our central monitoring station monitors your smoke detectors 24 hours a day. If a fire should occur, the monitoring station will immediately notify the fire department, even if no one is home. By coupling this with available home controls, interior lights can be turned on automatically to provide increased visibility during a fire.

B. Exterior Siren with Strobe Light

If a fire occurs, the smoke detectors automatically trigger this siren that has a flashing strobe light. Along with alerting your neighbors of a fire, the flashing light will help guide firefighters to your home, especially at night.

C. Rate-of-Rise Heat Detector

Flash fires caused by highly combustible materials stored in your garage or basement can quickly engulf your home, endangering your family and causing extensive damage. The detector senses a rapid rise in temperature over a very short period of time, alerting you and our monitoring station immediately.

ENERGYONESM
Security

Premier Security System

Guard Against Threats Inside And Out

Description

The EnergyOne Premier Security System is one of the smartest, most comprehensive systems available on the market, offering the peace of mind that comes with interior and exterior intrusion protection. It uses eight door or window sensors, two motion sensors that measure body heat and movement to detect intruders, and two unique **glass-break sensors** that detect

- ▶ Comprehensive System With Up To 32 Points Of Protection
- ▶ One Programmable English Keypad
- ▶ One Wireless Keypad
- ▶ Eight Door Or Window Sensors
- ▶ Two Motion Sensors
- ▶ One Interior Siren/Speaker
- ▶ One Exterior Siren
- ▶ Two Glass-Break Sensors
- ▶ Three Keychain Remote Transmitters
- ▶ Automatic Phone Line Capture
- ▶ Voice Confirmation
- ▶ Touch-Tone Access
- ▶ Two Monitored Smoke Detectors
- ▶ One Flood Sensor
- ▶ Three Home Control Modules
- ▶ Battery Back-Up In Case Of Power Failure
- ▶ Homeowner's Video Guide

both the sound of glass being broken and the actual impact that breaks the glass. This system also provides fire protection, including two **monitored smoke detectors** that immediately notify our monitoring station of a fire, even if no one is home.

If the system's **flood sensor** detects moisture, it alerts our monitoring station so we can notify family members or someone else you designate. This way, action can be taken to solve the problem and minimize potential damage.

The system's advanced, programmable keypad displays specific information about the status of your system. Its **digitized voice** will confirm your commands and, in the event of an alarm, will loudly announce one of a variety of messages, such as "Fire! Fire!" and pinpoint the location.

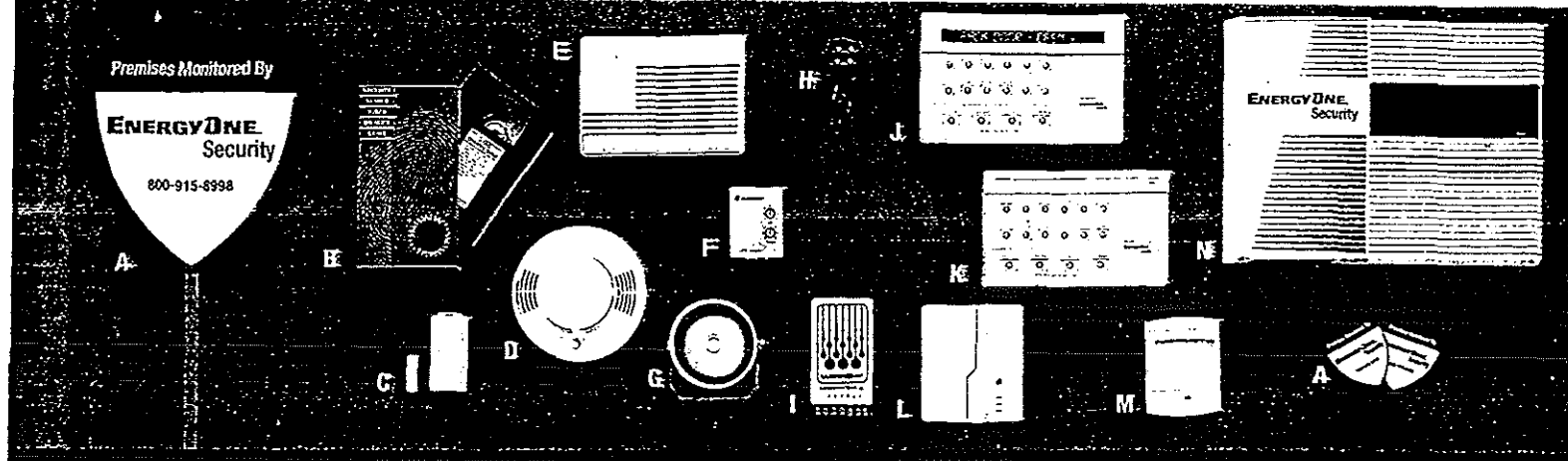
And the Premier System gives you more than security. It uses our most advanced system controller, which can be operated from anywhere in the world using a touch-tone phone.

In addition, this system includes convenient **home control modules** that give you the ability to turn lights on and off using the keypads, a touch-tone phone or any of the three keychain remote transmitters included in the system. In case of fire, the house lights are turned on to light your way to safety. Lights flash during an intrusion.

The EnergyOne Premier System is easily **expandable**. As your needs change and grow, the system can be enhanced to cover additional points of protection within your home and include functions such as a two-way voice system that allows our monitoring station to speak directly with you through the control panel during an emergency.

To learn more about EnergyOne Security, call 1-800-504-2000.

ENERGYONESM
Security



A. Yard Sign and Decals

Security systems prevent 74 percent of all burglary attempts from succeeding. The chance of a burglary is 2.5 to 6 times more likely for homes without security systems. The yard sign and window decals alert would-be intruders that you have an EnergyOne Security System in your home and that a break-in will be detected.

B. Homeowner's Video Guide

This helpful video provides instruction on how to use your EnergyOne Security System and take full advantage of all the benefits your system offers. This video can also serve as a quick and easy way to show other family members or residents how to use the system.

C. Door and Window Sensors

There are two lines of defense in most home security systems: interior and perimeter. Door and window sensors protect the perimeter of your home and notify you and the authorities of an attempted break-in even before an intruder enters the home.

D. Smoke Detector

Detecting a fire quickly gives you and your family precious time to escape and brings firefighters to your home faster. Our central monitoring station monitors your smoke detectors 24 hours a day. If a fire should occur, the monitoring station will immediately notify the fire department, even if no one is home. By coupling this with our home controls, interior lights will turn on automatically to provide increased visibility during a fire.

E. Voice Confirmation

The system is so smart, it actually talks to you. It uses a digitized voice to confirm that you've armed the system correctly and to tell you if a door or window has been opened, and which one. In the event of an alarm, the system will loudly announce one of a variety of messages, such as "Fire! Fire!" and pinpoint the location.

F. Home Control Modules

This system includes convenient home control modules that give you the ability to turn lights on and off using the keypads, a touch-tone phone or a keychain remote transmitter. In case of fire, the house lights are turned on to light your way to safety. Lights flash during an intrusion.

G. Exterior Siren

Sound and lights are powerful deterrents to burglars. An exterior siren is the most effective means to alert the intruder that our monitoring station has been notified to dispatch the authorities and the neighborhood is aware of the break-in.

H. Keychain Remote Transmitter

This four-button control will allow you to arm or disarm the system from inside or outside your home. It can also be used as a panic button if a family member is caught by surprise entering your home or to activate home controls such as lights or the garage door.

I. Flood Sensor

Water infiltration from sump pump failure, heavy rain or bursting pipes can cause extensive damage to furniture or other valuables in your basement. This unit detects moisture and alerts our monitoring station so we can notify family members or someone else you designate. This way, action can be taken to solve the problem and minimize potential damage.

J. Programmable Keypad

This completely programmable keypad features a 16-character display that spells out vital information about your system clearly and precisely. In addition, you can program specific identifying information for each sensor into the keypad, such as "Johnny's bedroom window." This way, if a sensor is triggered, you'll immediately know which one it is.

K. Wireless Keypad

The wireless keypad gives you the convenience of complete control over your system from a second location in your home. The keypad can be placed in the main bedroom or other vital location.

L. Glass-Break Sensor

This unique device provides another important level of perimeter protection, not only sensing the shock waves but also the sound of broken glass. This device provides an extra measure of protection in the event that an intruder would break glass to gain entry rather than pry open windows or doors, especially in rooms with a large number of windows.

M. Motion Sensors

Motion sensors provide interior intrusion protection by measuring body heat and movement to detect intruders. They provide an extra measure of security for high traffic areas or remote locations in the home. They are especially useful for covering large areas within your home and can be adjusted to allow the free movement of pets.

N. Touch-Tone Access

You can call your home from anywhere, anytime to change the security level, turn lights on and off or change the temperature in your home. You can even turn off appliances and turn on the security system from your bedside. This feature also allows you to turn off your system to give a neighbor or cleaning service access to your home while you're away, without giving out codes or showing others how to use your system. In addition, most touch-tone phones can serve as auxiliary keypads.

Auto Phone Line Capture

This feature will automatically take over your phone line in the event of an intrusion, fire or other monitored condition, even if someone is on the phone or takes it off the hook. This allows your system to quickly notify EnergyOne Security's central monitoring station of an emergency. Unlike many other systems, this is an important feature we include in all our security systems. After all, in an emergency, your family is relying on the call getting through.

ENERGYONESM
Security

Attention ServiceOne Customers!

Don't Gamble With Your Family's Safety!

Carbon monoxide (CO) is a colorless, odorless and tasteless gas. You probably already know it's found in automobile exhaust, but did you know that it could be in your home?

CO is produced by the incomplete burning of fuels like propane, heating oil, kerosene, natural gas, coal and even tobacco. You can't see, smell or taste CO – that's why it's often referred to as the "silent killer."

Because you can't detect it yourself, you should rely on the EnergyOne CO Detector to continually monitor your home's air for the presence of CO. If the CO concentration reaches a dangerous level, the EnergyOne CO Detector sounds an alarm (loud enough to hear even if you're sleeping) so you and your family can safely leave your home.

Protect Yourself And Your Family From The Dangers Of Carbon Monoxide In Your Home With The EnergyOne™ CO Detector.

When you purchase the EnergyOne CO Detector, you guard against the "silent killer" – carbon monoxide. Because you cannot see, smell or taste carbon monoxide, the EnergyOne CO Detector can alert you if it reaches dangerous levels in your home. The EnergyOne CO Detector uses the most reliable technology available today. Two models are available:

Standard Model: \$54.95

Digital LED Display Model: \$74.95

The Standard Model offers the following:

- ▶ 120V AC power
- ▶ battery-backup power supply
- ▶ direct plug-in; no installation required
- ▶ audible and flashing light alarms
- ▶ test/reset function
- ▶ operational display lights
- ▶ 10-year sensor life
- ▶ full five-year warranty
- ▶ no service or maintenance required
- ▶ UL listed
- ▶ designed to meet American Gas Association Certification

The Digital LED Display Model includes all of the features of the Standard Model plus:

- ▶ digital LED readout
- ▶ memory recall function

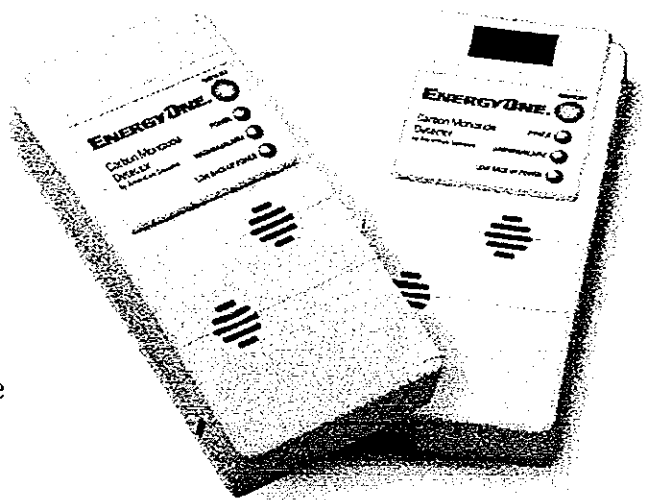
For more information or to order your EnergyOne CO Detector, call ServiceOne at 402-339-4357.

Standard Model

\$54.⁹⁵

Digital LED Display Model

\$74.⁹⁵



SERVICEONE



ENERGYONE

ENERGYONE

- ▶ A/C System
- ▶ Power Humidifier
- ▶ Clothes Dryer
- ▶ Dishwasher
- ▶ Garbage Disposal
- ▶ Range Exhaust Fan
- ▶ Plumbing System
- ▶ Refrigerator
- ▶ Water Heater
- ▶ Range

- ▶ Heating System
 - ▶ Electrical System
 - ▶ Clothes Washer
 - ▶ Freezer
 - ▶ Central Vacuum System
 - ▶ Trash Compactor
- Covered Items Include:

This Home Is Covered By The Service Guard Home Warranty Plan

This Home Is Covered By The Service Guard Home Warranty Plan

Covered Items Include:

- | | | |
|-------------------------|---------------------|-------------------|
| ▶ Heating System | ▶ A/C System | ▶ Plumbing System |
| ▶ Electrical System | ▶ Power Humidifier | ▶ Refrigerator |
| ▶ Clothes Washer | ▶ Clothes Dryer | ▶ Water Heater |
| ▶ Freezer | ▶ Dishwasher | ▶ Range |
| ▶ Central Vacuum System | ▶ Garbage Disposal | |
| ▶ Trash Compactor | ▶ Range Exhaust Fan | |

**ENERGYONE**



When You're Buying Or Selling A Home,
The Service Guard Home Warranty Plan
Provides You With Peace Of Mind



PEOPLES NATURAL GAS
ENERGYONE.

The Service Guard Home Warranty Plan Protects You From Costly Repairs

Service Guard has a great way to eliminate a major source of stress when you're buying or selling a home. It's the Service Guard Home Warranty Plan.

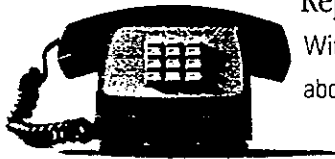
Service Guard Takes Care Of The Repairs

How The Seller Benefits

Homes Sell Faster

Service Guard protects you from huge, unforeseen major appliance repairs or replacement bills. More important, statistics show that covered **homes sell about one month faster** than uncovered homes.

One local call to Service Guard brings fast service.



Repairs And Replacement Are Covered During The Listing Period

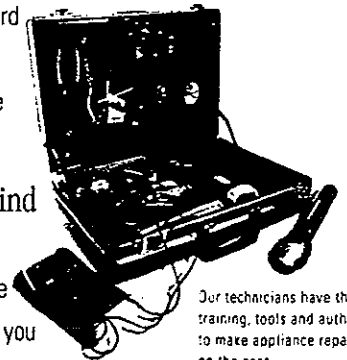
With the Service Guard Home Warranty Plan, you can say goodbye to concerns about major appliance or mechanical system break downs during the listing period. Service Guard protects you from costly repairs for up to six months of the listing period. We **guarantee** all our work. And you don't pay for the plan until you close on the home.

Service Guard Could Save You Hundreds Of Dollars In Repair Bills

With the Plan, you pay only a small standard deductible of up to \$65 for each service call, no matter how serious the problem is. If there's ever a problem, just call us and a technician will come out and fix it. Service Guard technicians have the authority to make repairs immediately, unlike other warranties that require an out-of-town phone call for approval.

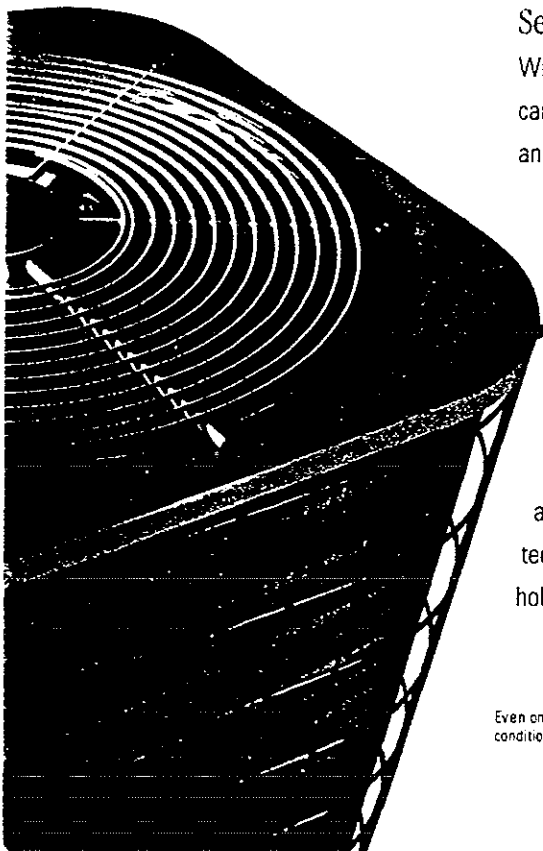
Service Guard Gives You Peace Of Mind

With our Plan, you're offering the home buyer **a worry-free home**. And that can turn a home browser into a home buyer. The Plan also protects you against potential liability after the sale. And Service Guard technicians are on call 24 hours a day, seven days a week, including weekends and holidays, for those unexpected emergencies.



Our technicians have the training, tools and authority to make appliance repairs on the spot.

Even on the hottest days, you don't have to lose your cool if your air conditioner breaks down. Just call Service Guard and we'll take care of it.



How The Buyer Benefits

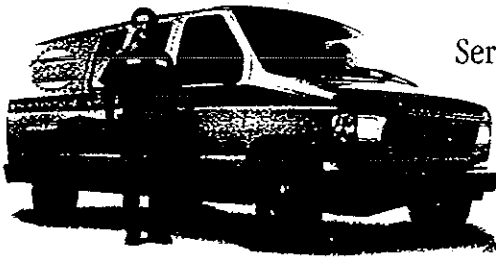
No Surprises Right Before Closing

The Plan features a unique mechanical evaluation[†] that identifies any problems up front, so there are no surprises at closing.

No Unexpected Repair Bills

The Plan protects you from unexpected and costly repair bills when you can least afford it – right after you've purchased your new home. If there's ever a problem, just call **(402) 423-3048**. You pay only a small standard deductible of up to \$65 for each service call, per appliance or trade call, no matter how serious the problem is. And we guarantee all our work.

Our friendly customer representatives can quickly dispatch a uniformed Service Guard technician to your house to fix your problem.



Service Guard Is Responsive

If you ever need service, you make just one **local** phone call to reach our office. No long-distance run-arounds. Just great service. And because all our technicians are locally dispatched, we can respond quickly. We also realize that nothing breaks down at a convenient time, so we're on call 24 hours a day, including weekends and holidays, for emergencies.

Service Guard Technicians Are Experts

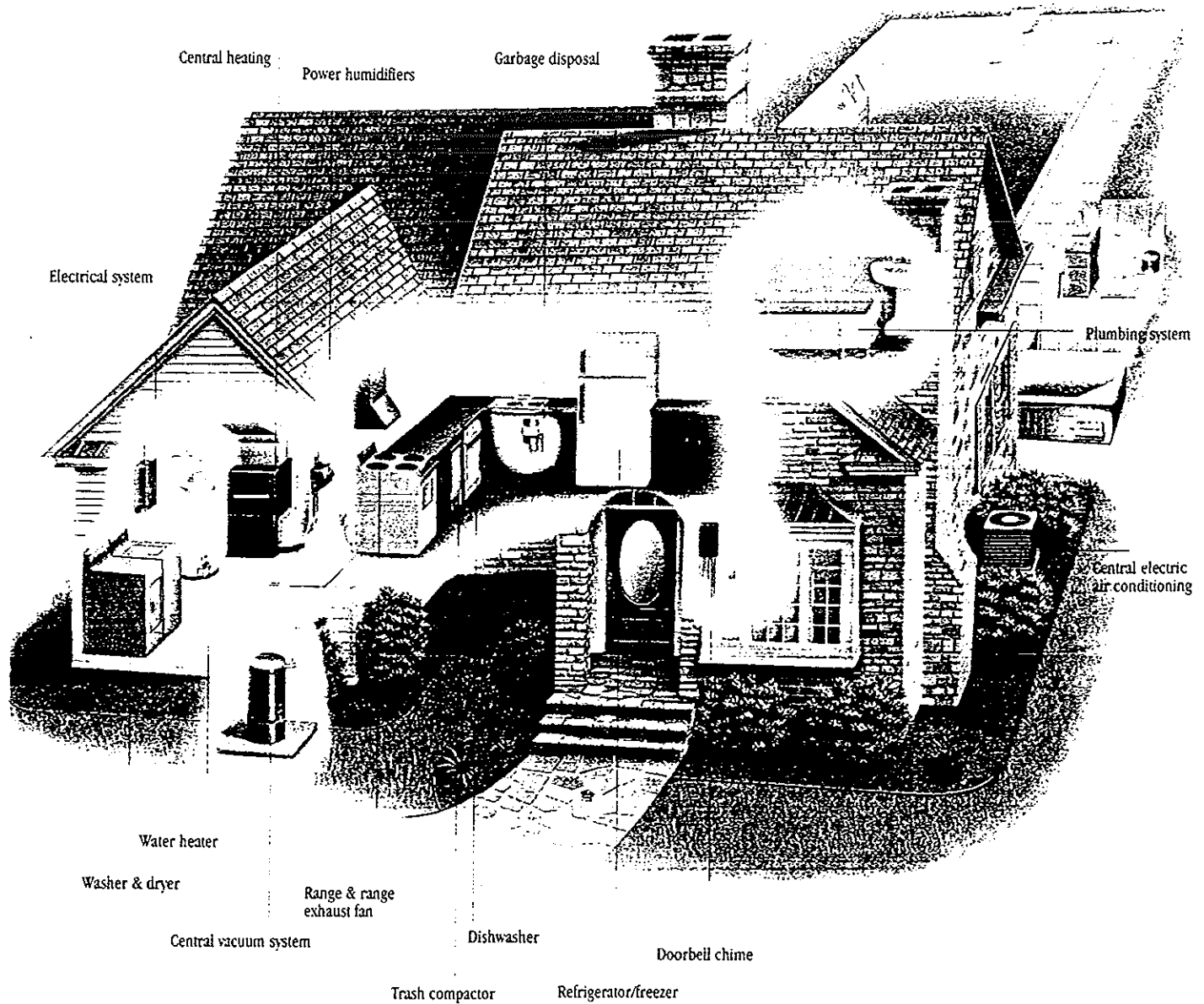
Certified Service Guard technicians are among the best-trained in the industry, and they regularly attend training programs to keep up with any new changes in technology. We repair all makes and models of appliances and systems, and our technicians provide the level of service you expect.

[†]The Service Guard mechanical evaluation does not constitute a whole-house inspection. It is intended for Service Guard Service Department use only. The mechanical evaluation only determines that covered equipment is in operating condition at the time of the evaluation.



The Home Warranty Plan Covers Major And Minor Repairs, Including Replacements

The Service Guard Home Warranty Plan Includes:



Plan Application (Please type or print.)

Seller's Name

Home Phone

Work Phone

Buyer's Name

Home Phone

Work Phone

Property Address

City

ZIP

Age of Home

Listing Date

Closing Date**For Access Into The Residence For Evaluation.****Contact:**☐ Seller☐ Buyer☐ Agent☐ Tenant**Status:**☐ Lock-Box☐ Vacant**Please check one of the following:**☐ **Seller Warranty Plan (Purchased by Seller)**

This plan provides coverage for the above premises for the duration of the listing, not to exceed 180 days. Upon transfer of the title of the covered premises, Service Guard will issue to the buyer its Service Guard Home Warranty Plan for a 12-month period.

☐ **Buyer/Seller Warranty Plan (Seller provides coverage for Buyer)**

This plan provides coverage for the above premises for a 12-month period beginning on the date of closing as stated in the purchase agreement. It also covers the above premises during the listing (not to exceed 180 days). Seller may choose to utilize this contract at his/her own discretion.

☐ **Buyer Warranty Plan (Purchased by Buyer)**

This plan provides coverage for the above premises for a 12-month period beginning on the date of closing (subject to results of mechanical evaluation).

☐ I would like the swimming pool/spa/hot tub option on my plan.

Listing Agent

Agency

Phone

Selling Agent

Agency

Phone

Name of Agent/Agency to receive Service Guard Administrative Fees

Phone

☐ **Acceptance** Applicant acknowledges that he/she understands the terms and conditions of coverage and authorizes closing agency to pay the required fees upon closing.

☐ **Waiver** I hereby decline the Service Guard Home Warranty Plan which has been presented to me. I agree to hold the real estate broker and his agents harmless, in the event of subsequent mechanical failures which otherwise would have been covered under the warranty plan.

Disclosure: The price for the warranty plan includes all fees for processing, administration and mechanical evaluation for Service Guard and the real estate broker who may receive a portion of this fee.

Seller Signature

Date

Buyer Signature

Date

Send Plan Application to: Service Guard, c/o Peoples Natural Gas, P.O. Box 83008, Lincoln, NE 68501-3008

Call in Plan Application to: Service Guard Home Warranty Department (402) 437-1759

Fax Plan Application to: (402) 437-1736

Service Guard Home Warranty Plan

Terms And Conditions

1. The fee for the Service Guard Home Warranty Plan (referred to as "the Plan") is payable at the time of closing.
2. The Plan is available for single family homes, condominiums, apartments and town homes. The Plan applies only to one residence per agreement. If the Customer moves from the residence during the term of the Plan, the Customer may, at his/her option, transfer the Plan to the new residence, which will require a mechanical evaluation of the new residence, or leave the Plan for the new owner of the former residence.
3. Operators are on duty 24 hours a day, seven days a week. Response time shall be governed by weather conditions, employee workload and parts availability. Service under the Plan will be performed during regular business hours.
4. Equipment must meet code requirements and be in operating condition to be covered by the Plan. Service Guard will conduct a mechanical evaluation to determine whether the equipment is in operating condition. The mechanical evaluation shall not be conducted to determine compliance with applicable codes. IT IS THE CUSTOMER'S RESPONSIBILITY TO MAKE CERTAIN THAT THE EQUIPMENT IS IN COMPLIANCE WITH ALL APPLICABLE CODE REQUIREMENTS. IN THE EVENT THAT ANY OF THE EQUIPMENT SHALL BE FOUND TO BE IN VIOLATION OF ANY APPLICABLE CODE REQUIREMENTS AFTER COVERAGE BEGINS UNDER THE PLAN, THE COMPANY SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY REPAIRS TO SUCH EQUIPMENT AND THE CUSTOMER SHALL BEAR FULL LIABILITY AND RESPONSIBILITY FOR SUCH REPAIRS. This includes any upgrades of service required to meet current building or zoning code requirements.
5. Service Guard (the Company) reserves the right to choose the parts or replacements to be used and to restrict certain makes of equipment from eligibility because of non-availability of parts. The Company will not be obligated to provide an exact match in color, features or brand. However, all parts or materials used to make repairs or replacements shall be of a like or similar kind of quality.
6. The BUYER WARRANTY PLAN is a 12-month contract effective at the time of closing. The Plan covers repairs including parts and labor or replacement if necessary during the term of the contract. The SELLER WARRANTY PLAN commences after the mechanical evaluation and the listing date (not to exceed 180 days) or when transferred to buyer upon closing date, and continues for 12 months after closing.
7. The Company shall not be responsible for consequential, indirect or direct damages, injury or illness caused by delays, unavailability of parts, labor difficulties, and other conditions beyond the Company's control. The Customer releases the Company, its employees, agents, and any independent contractors performing work under this Plan from any liability to the Customer arising out of work done under this Plan, except due to the negligence of the Company or said employees, agents or independent contractors.
8. The Customer shall make the premises available for service by the Company to allow it to make the needed repairs or replacements.
9. Should any of the items or systems covered by this Plan be under other warranties or guarantees, the Customer agrees to provide, in good faith, all information, authorization forms, and assistance required to enable the Company to make claims. Any amounts recovered shall be first applied to the Company's expenses of repair or replacement; any overages will be refunded to the Customer.
10. The Plan does not include upgrading or improvements of systems or equipment due to lack of capacity or failure to meet building codes or zoning requirements.
11. In the event it is necessary to open walls, floors, carpeting or ceilings to perform a covered service, the Company is not responsible for restoring openings to their original condition. Company shall not be required to remove asbestos nor be required to repair or perform maintenance on appliances which in its judgment may be contaminated with asbestos.
12. The Company shall not be held responsible for charges for parts procured by the Customer or services performed by others.
13. The Company warrants its work to be free from defects in workmanship and materials for a period of 90 days. ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY DISCLAIMED.
14. The Company may terminate the Plan in the event of Customer nonpayment.
15. This Plan may be subject to tax in your community or state.
16. The Plan will repair or replace major household appliances less a standard deductible. The Customer shall pay the service technician a deductible of up to \$65.00 at the time of service. No future service will be honored if the Customer has refused to pay the deductible fee.

17. The Service Guard mechanical evaluation does not constitute a whole-house inspection. It is intended for Service Guard Service Department use only. The mechanical evaluation only determines that covered equipment is in operating condition at the time of the evaluation.
18. You may cancel this agreement by mailing a written notice to Service Guard, at the address on the application, before midnight of the third business day after you sign this agreement. If you wish, you may use this page as that notice by writing "I hereby cancel" and adding your name and address.

Covered Items And Exclusions

A/C Or Heat Pump Electric central air conditioning. Labor and materials are furnished to repair and/or replace all major and minor parts. **Exclusions:** window/wall air conditioners, gas air conditioners, electrostatic filtering systems, any condition caused by rust or corrosion.

Central Heating Natural gas, propane or electric forced air heating systems. Labor and materials are furnished to repair and/or replace all major and minor parts. **Exclusions:** boiler systems and water carrying lines, oil systems, cleaning of air ducts, duct work, space heaters and solar heating, water source return and supply lines on water source heat pumps, setting airflow to rooms, venting of radiator, air cleaners, vent dampers, chimneys, chimney liners, flue vents, and any condition caused by rust or corrosion.

Power Humidifiers Power humidifiers connected to the furnace.

Exclusions: plate-type humidifiers and any condition caused by rust or corrosion.

Major Appliances The Plan covers the following primary appliances: dryer, washer, power humidifier (if attached to the central heating system), range exhaust fan, refrigerator and freezer (if contained in a temperature controlled environment), dishwasher, garbage disposal, range for oven and cooktop, trash compactor, central vacuum. Labor and materials are furnished to repair and/or replace all major and minor parts.

Exclusions: microwave ovens, panel system, light bulbs, trim, clocks and timers (when not an integral part of the appliance), meat probes, removable baskets and racks, lock and key assemblies, refinishing and/or replacement of counter tops, rotisseries, refrigerator ice makers, refrigerator ice/water dispensers, scratch and cosmetic repairs, cabinet parts or cabinets, knobs, racks, filters, exterior trim, vacuum cleaner accessories, disconnection of appliances for cleaning and any condition caused by rust or corrosion.

Electrical Systems Labor and materials are furnished to repair and/or replace the following: components and parts within the perimeter of the main foundations, bathroom exhaust fans, door bells and chimes. **Exclusions:** out-of-code conditions, insufficient electrical service, power failures or shortages, intercoms or speaker systems, underground outdoor lighting systems, burglar and fire alarms, garage door openers and sending units, ceiling fans and light fixtures and any condition caused by rust or corrosion.

Plumbing Labor and materials are furnished to repair and/or replace the following: water heater, water heater relief and mixing valves, gas pipes, shut-offs, drains and taps, and water pipes. *Company will repair but not replace faucets or toilets.* All covered items must be within the perimeter of the main foundation. **Exclusions:** bathtub/whirlpool motors and jets, out-of-code conditions, insufficient or excessive water pressure, frozen pipes and water lines, clogged piping due to excessive lime deposits, plumbing contained in or under the foundation or slab, vent and waste stacks, piping and plumbing outside of the perimeter of the foundation, sewer and water laterals, sump pumps, septic tanks and systems in or outside the residence, sewage ejector pumps, jet pumps, wells and well pumps, solar systems, water softeners, color or purity of the water system, water filters, water purification systems, shower enclosures, shower base pans, caulking or grouting, lawn sprinkler systems, and any condition caused by rust or corrosion.

Secondary Units Additional furnace, air conditioner, heat pump, water heater, and humidifier will be covered at no additional charge subject to the terms, conditions and exclusions of the contract. Only primary units are covered on other appliances.

Options - For Additional Fee

Pool And/Or Spa Both pool and spa (including exterior hot tub and whirlpool) are covered by the same additional fee if they utilize common equipment. If they do not, only pool is covered, unless additional premium is paid. Covered - All components and parts of the heating, pumping and filtration system. **Exclusions:** all above ground pools, pool sweeps, pool sweep motors, lights, concrete encased or underground electrical, plumbing or gas lines, cleaning equipment, structural defects, solar equipment.

Plan Limitations

The Plan does not cover any material, parts, or labor required as the result of abuse, vandalism, fire, freezing, acts of God, power or water supply outages, flooded cellars, or other abnormal conditions.

Service Guard will cover buyer's incoming appliances that are less than 10 years of age under full coverage. On units more than 10 years of age, Service Guard will cover repair parts on a parts available basis from the equipment manufacturers. Service Guard will not be responsible for unit replacement if parts are no longer available.

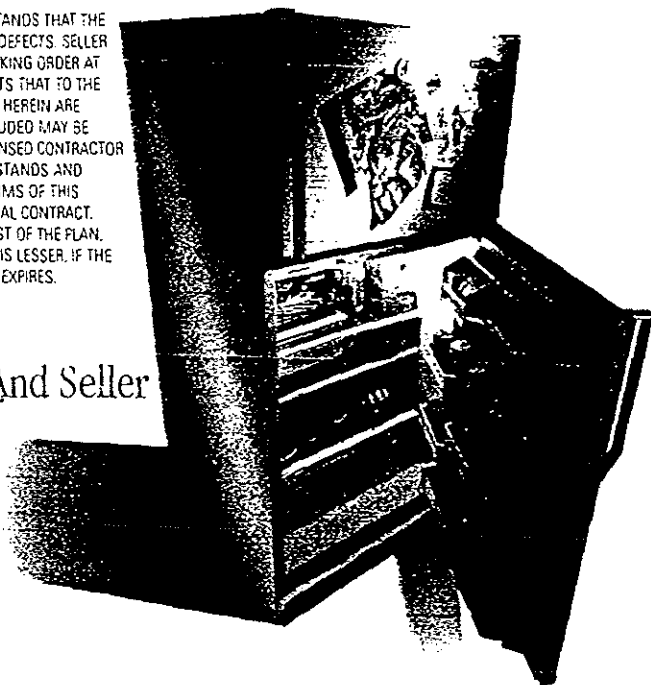
Seller Warranty (Purchased by Seller)

1. Home Seller(s): The plan provides coverage for the listed property for the duration of the listing, not to exceed 180 days. Coverage may be extended upon a second mechanical evaluation. The Service Guard Home Warranty Plan is subject to a deductible of up to \$65.00 per service call per appliance or trade call. Seller authorizes and directs the escrow holder to pay the fee to Service Guard upon closing out of the proceeds of the sale. Sellers understand that, upon transfer of the title of the covered premises, Service Guard will issue the buyer its Service Guard Home Warranty Plan for a 12-month term. SELLER HAS ENTERED INTO A BINDING CONTRACT. IF SELLER FAILS TO PAY THE WARRANTY PLAN FEE AT THE TIME OF CLOSING FOR ANY REASON, SELLER SHALL BE LIABLE FOR ALL ATTORNEY'S FEES AND ALL COURT COSTS REQUIRED FOR THE COLLECTION OF SUCH FEE.

Buyer Warranty (Purchased by Buyer)

2. Home Buyer: Buyer(s) acknowledge that the real estate agency has informed buyer(s) of the benefits of having the mechanical components of the above premises protected for one year from date of closing. Buyer(s) agrees to purchase a Service Guard Home Warranty Plan payable by buyer(s) at closing. The Service Guard Home Warranty Plan is subject to a deductible of up to \$65.00 per service call per appliance or trade call.

DECLARATION: SELLER/BUYER ACKNOWLEDGES AND UNDERSTANDS THAT THE SERVICE GUARD PLAN EXCLUDES PRE-EXISTING FAILURES AND DEFECTS. SELLER REPRESENTS THAT ALL ITEMS LISTED AS COVERED ARE IN WORKING ORDER AT THE TIME OF THE MECHANICAL EVALUATION. BUYER REPRESENTS THAT TO THE BEST OF HIS/HER KNOWLEDGE, THE ITEMS LISTED AS COVERED HEREIN ARE PRESENTLY IN PLACE AND OPERATING. ITEMS LISTED AS EXCLUDED MAY BE COVERED UPON RECEIPT OF WRITTEN PROOF OF REPAIR BY A LICENSED CONTRACTOR AND/OR RECHECK BY SERVICE GUARD. SELLER/BUYER UNDERSTANDS AND ACKNOWLEDGES THAT THE COVERAGE IS LIMITED BY THE TERMS OF THIS CONTRACT AND LIMITED TO THE ITEMS SPECIFIED IN THE ACTUAL CONTRACT. SELLER(S) AGREES TO REIMBURSE SERVICE GUARD FOR THE COST OF THE PLAN, OR ANY EXPENSES INCURRED BY SERVICE GUARD, WHICHEVER IS LESSER, IF THE LISTING IS WITHDRAWN FROM THE MARKET OR IF THE LISTING EXPIRES.



Plan Prices And Options For Buyer And Seller

Plan Price: \$375 plus sales tax

Options:

- ☐ \$150 Swimming pool
- ☐ \$150 Spa/hot tub

With Service Guard You'll Enjoy Peace Of Mind

When you see this sign,
you know a house is protected
by Service Guard.



Along with being highly skilled, Service Guard technicians always provide prompt, courteous and professional service. They even call to let you know when they're on the way. When you're buying or selling a home, eliminate the worry of furnace, air conditioning or major appliance repairs with the Service Guard Home Warranty Plan.

For more information, call **(402) 437-1759**. Find out how the Service Guard Home Warranty Plan can protect you from unexpected and costly repairs.

You Can Trust Service Guard

Service Guard is part of the complete portfolio of high-quality energy services offered by EnergyOne. These services provide homes and businesses across America with everything from reliable appliance repairs to clean, safe natural gas heating and electric power.

For Service, Call **(402) 423-3048**



PEOPLES NATURAL GAS
ENERGYONE.

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LEADING THE EVOLUTION OF ENERGY

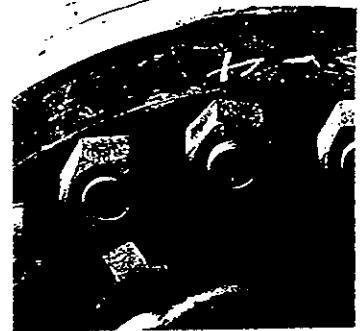
ENERGYONE SM



UTILICORP HAS A HISTORY OF ENERGY LEADERSHIP

EnergyOne is a powerful portfolio of high-quality energy products and services from UtiliCorp United, a company that has been in the energy business since 1917.

With EnergyOne, UtiliCorp provides homes, businesses and industries across America with everything from reliable appliance repairs to electric, natural gas and energy management services.

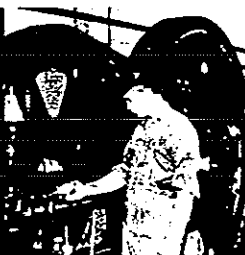


1917

Lemuel K. Green forms Green Light & Power.

1922

Green Light and Power goes public and changes its name to West Missouri Power Company.



1927

L.K. Green sells West Missouri Power to Missouri Public Service Company.



1940

Ralph Green (son of L.K.) purchases controlling interest in Missouri Public Service.



Like most businesses, you're probably looking for new ways to reduce expenses and operate more efficiently. At UtiliCorp United, America's first national energy company, we have the resources and professional energy experts to help you succeed.

UtiliCorp began as the Green Light and Power Company, which Lemuel K. Green formed in

Pleasant Hill, Missouri, in 1917. From the beginning, we established a tradition of providing safe, reliable and affordable energy to our customers.

The company grew quickly in the early years, so quickly that to obtain enough financing to maintain growth, we went public in 1922, changing our name to West Missouri Power Company. In 1927, West Missouri Power merged with Missouri Public Service Company.

Missouri Public Service continued to grow and prosper through service expansion and utility acquisitions. In 1985, reflecting the fact that we

served numerous areas of the country, we changed our corporate name to UtiliCorp United Inc. Missouri Public Service became the first UtiliCorp division, and Richard C. Green Jr. became the fourth-generation Green to guide the company.

In the last 10 years, UtiliCorp has grown into a company with \$3 billion in assets and \$1.5 billion in revenues. Our growth has been fueled through regulated utility acquisitions and investments in non-regulated energy or utility-related operations.

Today, we're a strong national provider of innovative

energy solutions, with a growing presence internationally. We have facilities in 17 states and provide energy services to electric and gas customers in 45 states, two Canadian provinces, the United Kingdom and New Zealand.

As UtiliCorp has grown, we have held true to our founder's vision to serve customers better than any other energy provider. At the same time, we've embraced the changing industry environment with an entrepreneurial spirit, developing innovative energy solutions and providing customers with a single source for all their energy needs.



1941
Ralph Green purchases Missouri Gas & Electric from Middle West Utilities.

1951
Properties of Missouri Gas & Electric are merged into Missouri Public Service.



1954
Missouri Public Service revenues reach \$10 million, up nearly 700% from 1940.

1958
Richard C. Green (son of Ralph) is named President of Missouri Public Service.

Deregulation of the gas and electric supply and distribution industries is introducing competition that increases customer choices and makes it easier and less expensive to obtain energy.

UtiliCorp is at the forefront of this energy evolution.

WE'RE REDEFINING



1972

Missouri Public Service raises gas and electric rates for only the second time since 1940.

1978

Federal Energy Regulatory Commission enacts deregulation of interstate natural gas transportation.

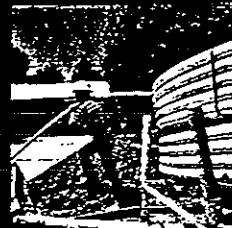


1982

Richard Green dies at age 56. William I. Owen is elected President and CEO of Missouri Public Service.

1985

Missouri Public Service becomes a UtiliCorp division.



THE ENERGY INDUSTRY

For 10 years, UtiliCorp has led the movement to lower energy costs for customers through deregulation. And now with the creation of EnergyOne, we're bringing all of our energy products and services together so we can provide customers with a single source for all their energy needs.

UtiliCorp is the first complete national provider of energy products and services. We're able to supply and source energy nationwide and use



volume purchasing to provide the best energy prices. And because we're not tied to a single energy source or equipment supplier, we can investigate all options and provide unbiased energy solutions.

We help businesses improve their competitiveness by managing their utility costs, applying the latest energy-related technologies and providing contract financing. In addition, we help our customers conserve their energy resources and improve energy reliability.

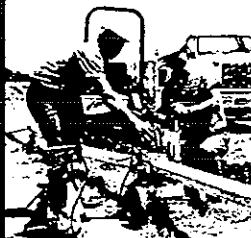


1985

Richard C. Green Jr. is elected President and CEO of UtiliCorp United.

1991

UtiliCorp acquires its seventh utility company since being formed. Revenues exceed \$1 billion, up from \$245 million in 1985.



1992

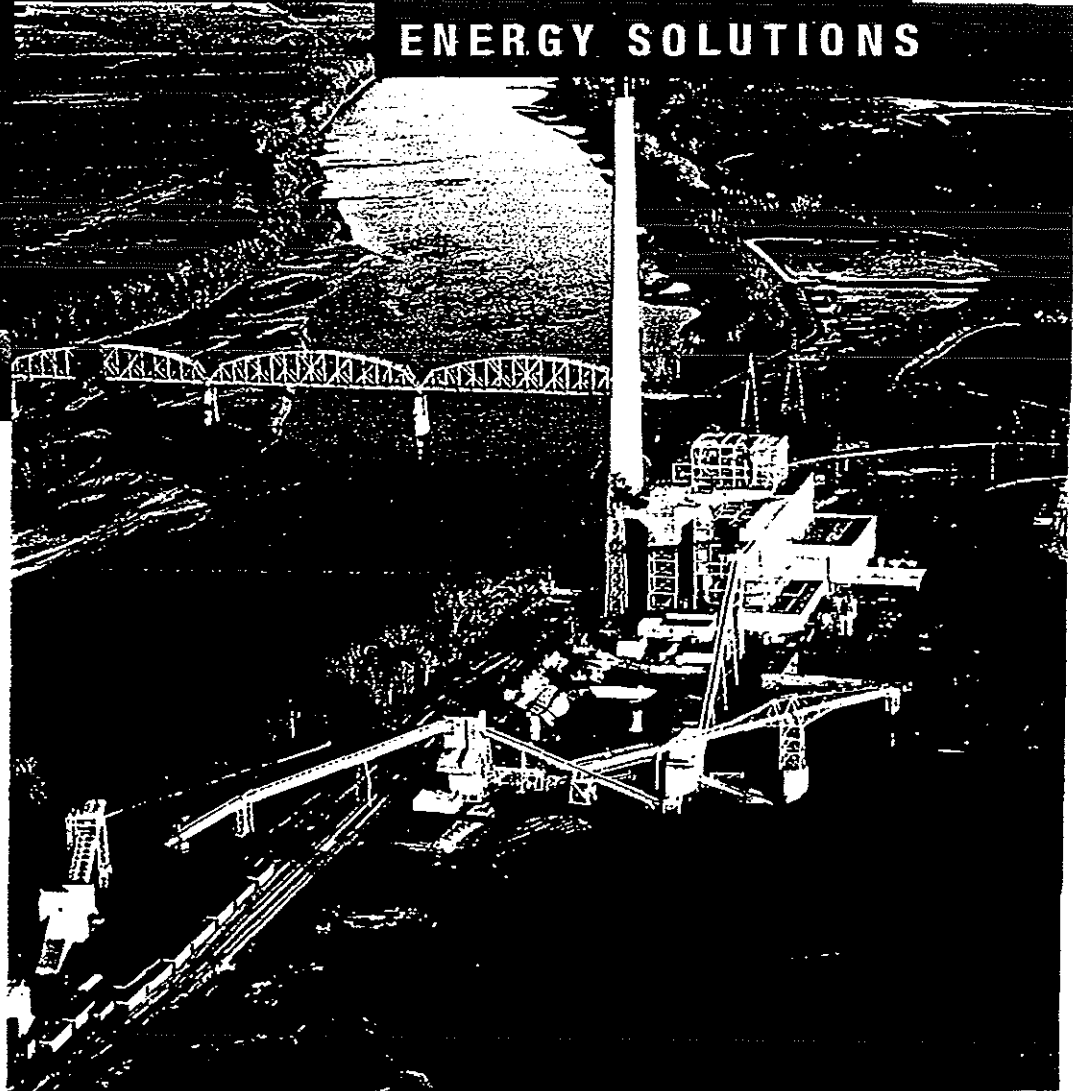
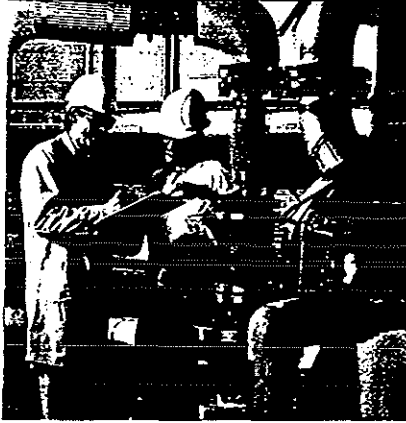
UtiliCorp serves more than 1 million customers in eight states and one Canadian province.

1995

UtiliCorp creates EnergyOne, the first national portfolio of energy services in America.



TURN TO US FOR RELIABLE, SINGLE-SOURCE ENERGY SOLUTIONS



UtiliCorp is an internationally recognized producer, operator and marketer of natural gas and electricity. We have the knowledge, experience, partners and resources to supply energy solutions that help commercial and industrial customers save money on energy expenses.

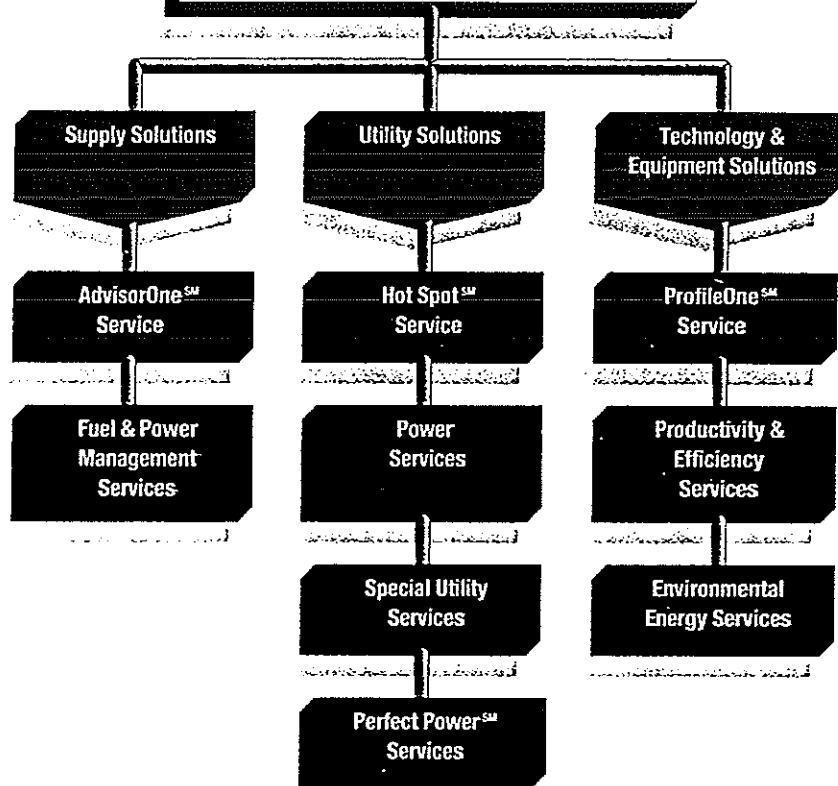
We'll do more than just supply you with cost-effective energy.

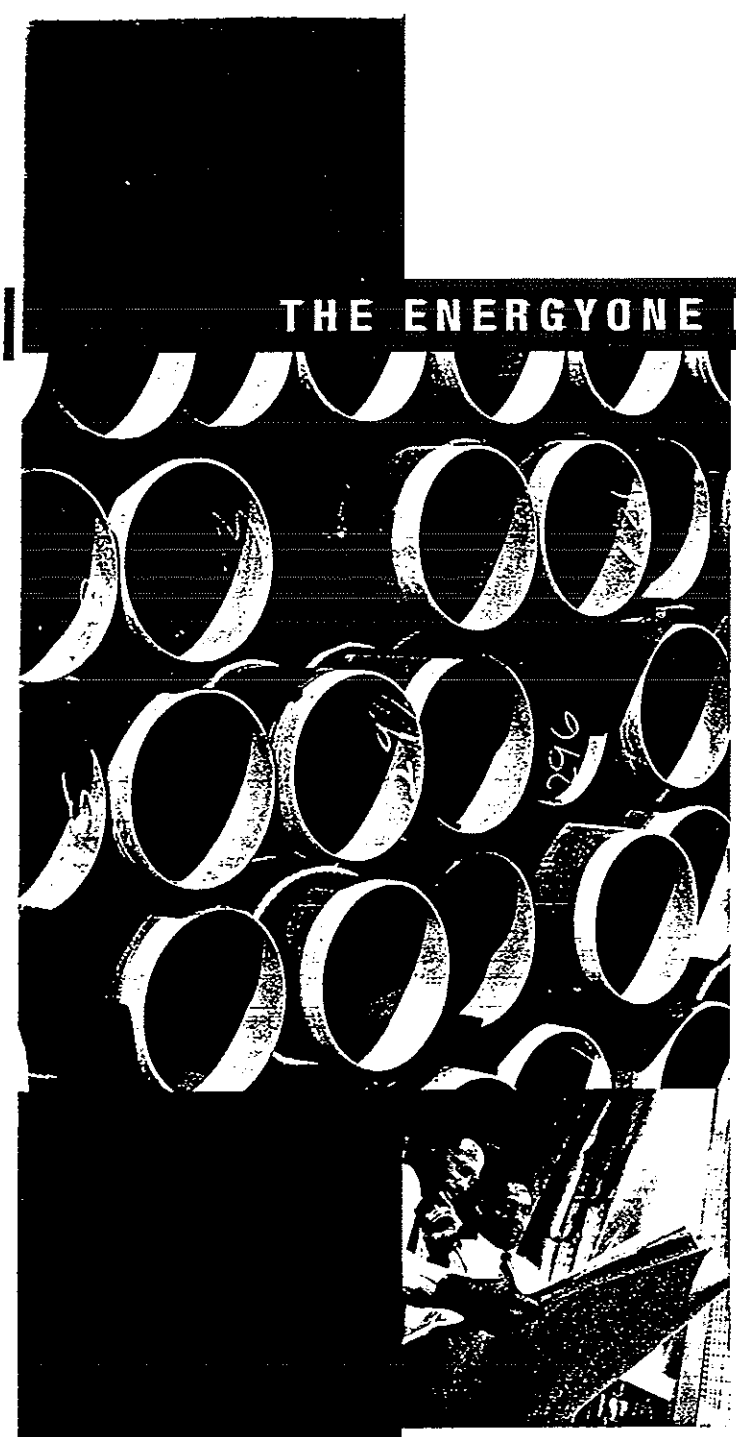
As your total energy partner, we can also provide you with customized, value-added service packages designed to help your operations run with maximum efficiency and cost-effectiveness.

With the EnergyOne portfolio of products and services, UtiliCorp is the only source you'll need to meet all your energy requirements.

ENERGYONESM

Portfolio of Products and Services





THE ENERGY ONE PORTFOLIO OF PRODUCTS AND SERVICES MEETS ALL

SUPPLY SOLUTIONS

In today's energy environment, you have a wide array of energy choices. UtiliCorp offers low-cost solutions from simple, reliable delivery products to complex, customized supply services.

AdvisorOneSM Service We can provide a detailed assessment of your energy sources and purchasing process. We can also show you how to use more efficient supplies and technologies, lower costs and increase reliability.

Fuel and Power Management Services

Our energy experts can design an energy supply package tailored to your specific needs. We'll secure reliable electric and gas services at competitive prices.

YOUR ENERGY NEEDS

UTILITY SOLUTIONS

With nearly 80 years of experience in the utility industry, UtiliCorp is well positioned to help customers design, finance, build and maintain their facility investments.

Hot Spot™ Service EnergyOne Hot Spot Service uses infrared technology to locate high temperature areas that may indicate potential problems in your facility. These inspections can prevent unexpected power outages that disrupt operations and threaten the safety of your employees and customers.

Power Services When your facility generates its own electricity, you may be able to lower the cost of power. We can help you design, finance, build and maintain your own generation facility to meet your power and thermal needs.

Special Utility Services EnergyOne Special Utility Services provide a variety of products that can make your facilities safer and more efficient. We'll maintain your gas distribution, outdoor lighting, high-voltage and generation equipment. And we'll design and build utility facilities to meet your individual needs.

Perfect Power™ Services Our energy experts can improve the power quality, reliability and voltage regulation of your facility by providing equipment options and customized system design solutions.



TECHNOLOGY & EQUIPMENT SOLUTIONS

We use the experience of UtiliCorp's dedicated energy experts and carefully selected partners to design, develop and install emerging and proven technologies that can help lower your energy costs.

ProfileOne™ Service Our ProfileOne report provides a detailed analysis of your energy usage based on real-time measurement. Knowing the contribution of energy costs to your overhead can help you more efficiently manage your operation.

Productivity and Efficiency Services EnergyOne experts are knowledgeable on the most current process and HVAC equipment. We can point out opportunities to increase your competitiveness by utilizing the best equipment to meet your needs.

Environmental Energy Services Responsible management of the environment is a critical business concern. Our Environmental Energy Services can provide energy solutions to environmental challenges such as waste disposal and treatment.

**PUT THE POWER OF OUR ENERGY EXPERTS
TO WORK FOR YOU**

In this evolving environment of energy deregulation, you need the knowledge of a proven energy expert to help lower your energy and operating expenses.

For nearly 80 years, UtiliCorp has been a pioneer in the utility industry, consistently offering customers safe, reliable and affordable energy. And for the past decade, UtiliCorp has been a leading agent of change—driving deregulation and helping the energy industry move from an environment of regulation and

government control to one of free market competition.

As we move toward the next millennium, deregulation will offer more energy choices.

Technological advances will make everything from purchasing energy to monitoring its use more efficient and cost-effective. And as regulations permit, residential customers will be able to take advantage of the same freedom of choice

commercial and industrial users already enjoy.

With our portfolio of EnergyOne products and services, UtiliCorp will continue to provide innovative energy solutions at lower prices than ever before.

To find out more about how EnergyOne can help you satisfy your energy needs now and in the future, call your EnergyOne representative today.

ENERGYONESM

**The companies that offer
EnergyOne products and
services include:**

Kansas Public Service
Michigan Gas Utilities
Missouri Public Service
Northern Minnesota Utilities
Peoples Natural Gas
WestPlains Energy
West Kootenay Power
West Virginia Power

ENERGYONE.

UtiliCorp United
911 Main Suite 2218
Kansas City Missouri 64105
Internet Address: <http://www.utilicorp.com>

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EnergyOne
Is The **Single Source**
For All Your Energy Solutions



ENERGYONESM

UtiliCorp's **Experience** Provides You With Unmatched Service

EnergyOne is a powerful portfolio of energy products and services from UtiliCorp United, a company that has been a leader in the energy business since 1917. EnergyOne provides customers across America with everything from reliable appliance repairs, to electric and natural gas supplies, and energy and facilities management services.



Like most businesses, you're probably looking for new ways to increase profitability, reduce expenses and operate more efficiently. EnergyOne can help.

EnergyOne is a powerful portfolio of energy products and services from UtiliCorp United, a company with 80 years of experience in providing customers with low-cost energy and **unmatched service**. EnergyOne has the experience and resources to offer residential, commercial

and industrial customers a **reliable** energy supply, high-quality services and turnkey solutions to energy problems.

The company originated in 1917 as Missouri Public Service. From the beginning, the company established a tradition of providing customers with safe, reliable and **cost-effective** energy.

In 1985, the corporate name was changed to UtiliCorp United. Since 1985, UtiliCorp has grown significantly and is

now an **internationally recognized** provider of natural gas and electricity with total assets of \$3.9 billion.

The company has energy customers and operations across the United States and in Canada, Great Britain, New Zealand, Australia and Jamaica. Numerous customers around the world trust EnergyOne for reliable, cost-effective energy.

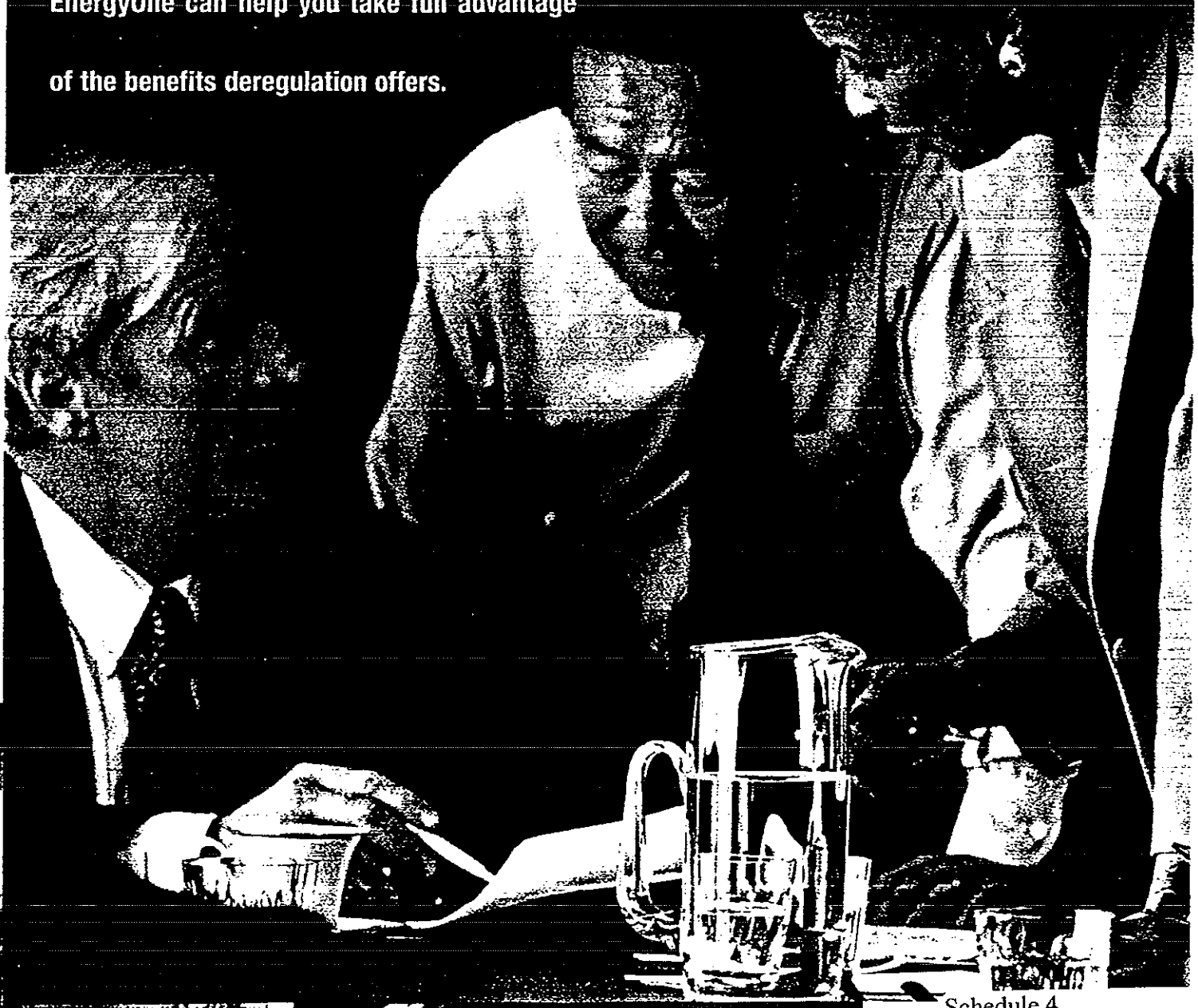
EnergyOne provides flexible and creative energy solutions,

helping you reduce energy expenses and make more efficient use of your energy. Whether your requirements are simple or complex, EnergyOne is the **one source** to meet your energy needs.



Deregulation is creating more and more
opportunities for energy customers nationwide.

EnergyOne can help you take full advantage
of the benefits deregulation offers.



Deregulation Is Providing Energy Customers With More **Opportunities**

Deregulation is giving customers the freedom to look beyond traditional sources like local utilities for energy purchases. This has created unprecedented competition in the natural gas and electricity industries. The result is **increased customer choices** and lower energy costs.

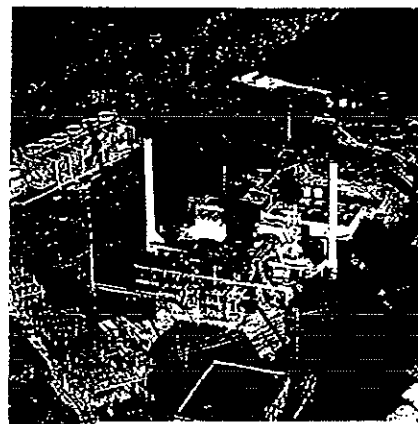
UtiliCorp created EnergyOne to provide customers with

energy solutions that help them take full advantage of the benefits deregulation offers. Because UtiliCorp isn't tied to a single energy source or equipment supplier, EnergyOne experts can investigate all options and provide unbiased energy solutions.

During the next few years, deregulation will continue to open new markets, providing more

opportunities and less-expensive sources of energy for customers nationwide.

As deregulation has evolved during the last decade, UtiliCorp has led the movement to **lower energy costs** for customers. With EnergyOne, UtiliCorp will continue to be a leading agent of change.



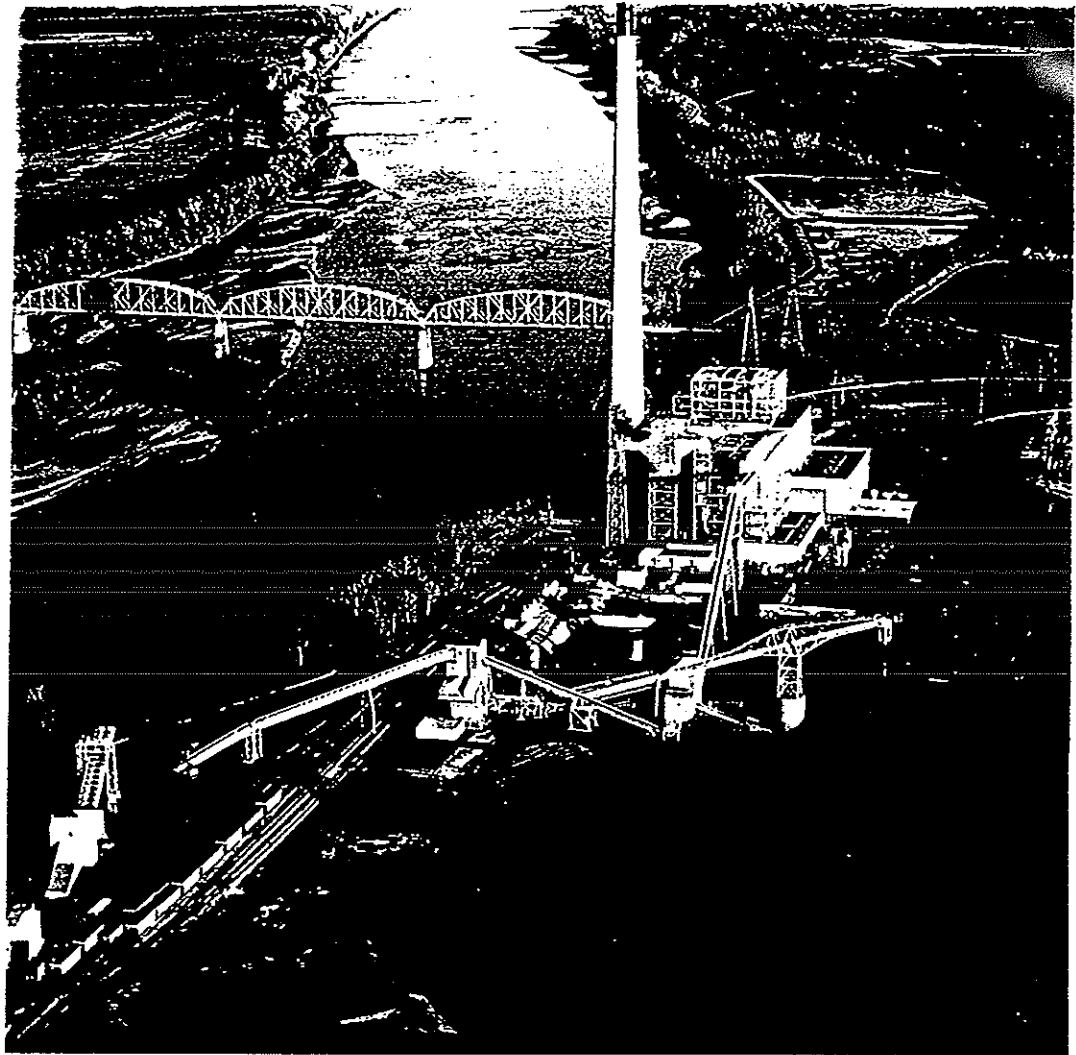
EnergyOne Is The **One Source** For All Your Energy Needs



EnergyOne provides a wide range of flexible energy solutions to residential, commercial, and industrial customers.

With EnergyOne, the first nationally branded line of electric and natural gas products and services, UtiliCorp provides **fully customized** turnkey solutions for residential, commercial and industrial customers.

EnergyOne helps businesses of all sizes become more



competitive and profitable by supplying them with reliable, **low-cost energy**. UtiliCorp has more than 1,785 megawatts of electrical generating capacity, more than 5,000 miles of electrical transmission lines, more than 3,000 miles of natural gas gathering and transmission pipelines, and

20,000 miles of gas distribution mains and service lines. These resources enable us to access energy sources nationwide and **negotiate the best prices** for customers through volume purchasing.

In addition, EnergyOne helps customers improve their operational efficiency with a

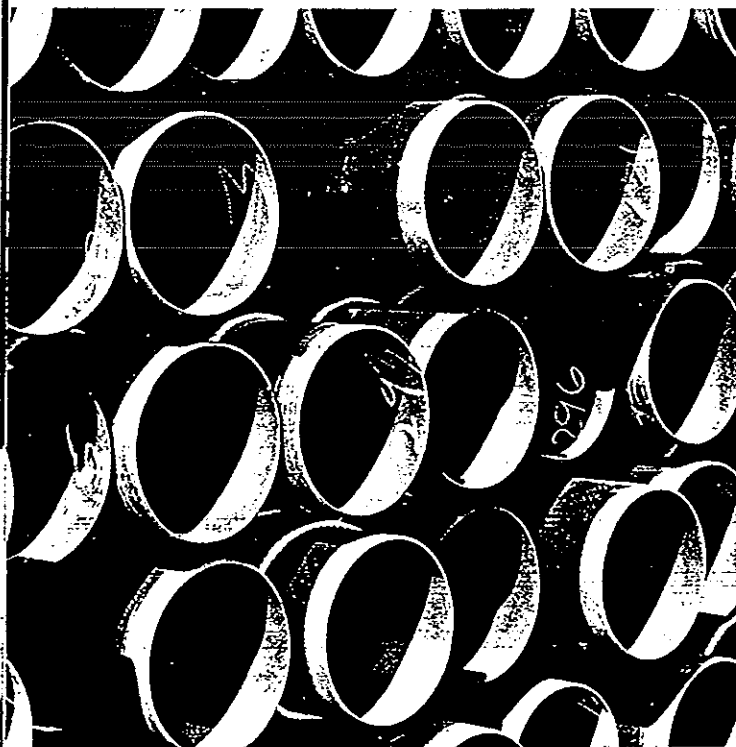
wide range of **flexible energy solutions** – everything from natural gas supply management services to turnkey design and build packages.

The EnergyOne portfolio provides excellent value and combines the energy solutions you need into one complete, convenient package.

The EnergyOne Portfolio

Provides You With Complete

Solutions



SUPPLY SOLUTIONS

In today's energy environment, you have a wide array of energy choices. EnergyOne offers low-cost solutions from simple, reliable delivery products to complex, customized supply services.

Fuel and Power Management Services

EnergyOne Fuel and Power Management Services provide a single source to meet all your energy needs. Company experts can design an energy package that not only simplifies your entire energy management process, but also helps lower your energy costs.

EnergyOne Gas Supply Solutions offer you everything from fully packaged services with simple pricing and delivery options to completely customizable, stand-alone balancing and capacity management services.

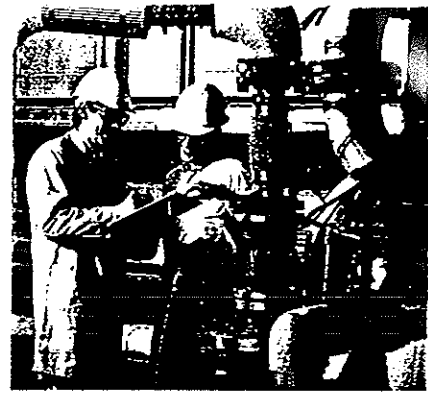
EnergyOne also offers retail electric power and related services within our regulated electric utility service areas.

In addition, we provide comprehensive energy management services – everything from consulting with you on your energy usage and suggesting ways to make it more efficient to designing custom energy solutions.

Wholesale Power Services

EnergyOne experts can partner with you to identify new options in buying power. We can analyze your current usage and purchases, providing you with competitively priced capacity, transmission and energy packages.

Look for new EnergyOne products and technologies that will improve billing, productivity and energy management.



TECHNOLOGY SOLUTIONS

With the experience of dedicated energy experts, EnergyOne can design, develop and install emerging and proven technology solutions that can help lower your energy costs.

ProfileOneSM Service

The ProfileOne report provides a detailed analysis of your energy usage based on real-time measurement. Knowing your energy use profile can help you more efficiently manage your operation and lower your overall energy costs.

Productivity and Efficiency Services

EnergyOne experts are knowledgeable on the most current process and HVAC equipment. EnergyOne can point out opportunities to increase your competitiveness by utilizing the best equipment to meet your needs.

Facilities Management

EnergyOne can operate and maintain your central plant and building facilities, giving you more time to focus on your core business while also lowering energy costs. EnergyOne Facilities Management Services center on central plant operations and maintenance, end-use technologies and energy partnerships. Wherever energy is used, converted or distributed, EnergyOne is there with an engineered solution. What's more, EnergyOne can package financial and ownership options with its operations and maintenance programs.

UTILITY SOLUTIONS

With 80 years of experience in the utility industry, UtiliCorp is well-positioned to help customers design, finance, build and maintain their facility investments.

Hot SpotSM Service

Hot Spot Service uses infrared technology to locate high-temperature areas that may indicate potential electrical problems in your facility. These inspections can prevent unexpected power problems that disrupt operations and threaten the safety of your employees and customers.

Utilities Services

EnergyOne provides design, build and maintenance services to large industrial, institutional, municipal, cooperative and investor-owned utility clients. Typical construction projects include overhead and underground distribution lines, substations, lighting, and associated equipment.

Perfect PowerSM Services

EnergyOne provides complete services to improve the power quality and reliability of your facility. EnergyOne offers consulting services such as diagnostics, measurement, analysis and design, in addition to equipment solutions such as surge suppressors, power conditioners, capacitors and uninterruptible power supplies.

Power Services

EnergyOne provides a best-cost, turnkey package from design and analysis to construction and financing of cogeneration, emergency backup, peak shaving and continuous standby power projects from 0.5 to 30 MW. EnergyOne can also save you money through expert rate representation, repowering and fuel switching.





Put The Power of **EnergyOne** To Work For You

In today's energy environment, you have more opportunities to receive low-cost energy and turnkey energy services. And no other energy provider offers you greater access to these opportunities than EnergyOne.

With EnergyOne, not only do you get a full-service energy provider, you also get a long-term energy partner. EnergyOne offers the **strength and performance** of an international company, along with the experience, knowledge and backing of a company with an 80-year tradition of providing quality service. Choose the energy leader. Choose EnergyOne.

For more information, call your EnergyOne representative or **800-E1-EXPT** (800-313-9778).

EnergyOne Is Your Best **Choice** For Total Energy Solutions

With a **complete portfolio** of energy products and services,
EnergyOne has the capacity, creativity and expertise to meet your
energy needs today and in the future.

To find out how EnergyOne can meet your energy needs, contact an
EnergyOne representative or call **800-E1-EXPRT** (800-313-9778).

Put the power of EnergyOne to work for you.

The companies that offer
EnergyOne products and
services include:

Broad Street Oil & Gas
Kansas Public Service
Michigan Gas Utilities
Missouri Public Service
Northern Minnesota Utilities
Peoples Natural Gas
United Energy (Australia)
UtiliCorp Energy Solutions
WestPlains Energy
West Kootenay Power (Canada)
West Virginia Power

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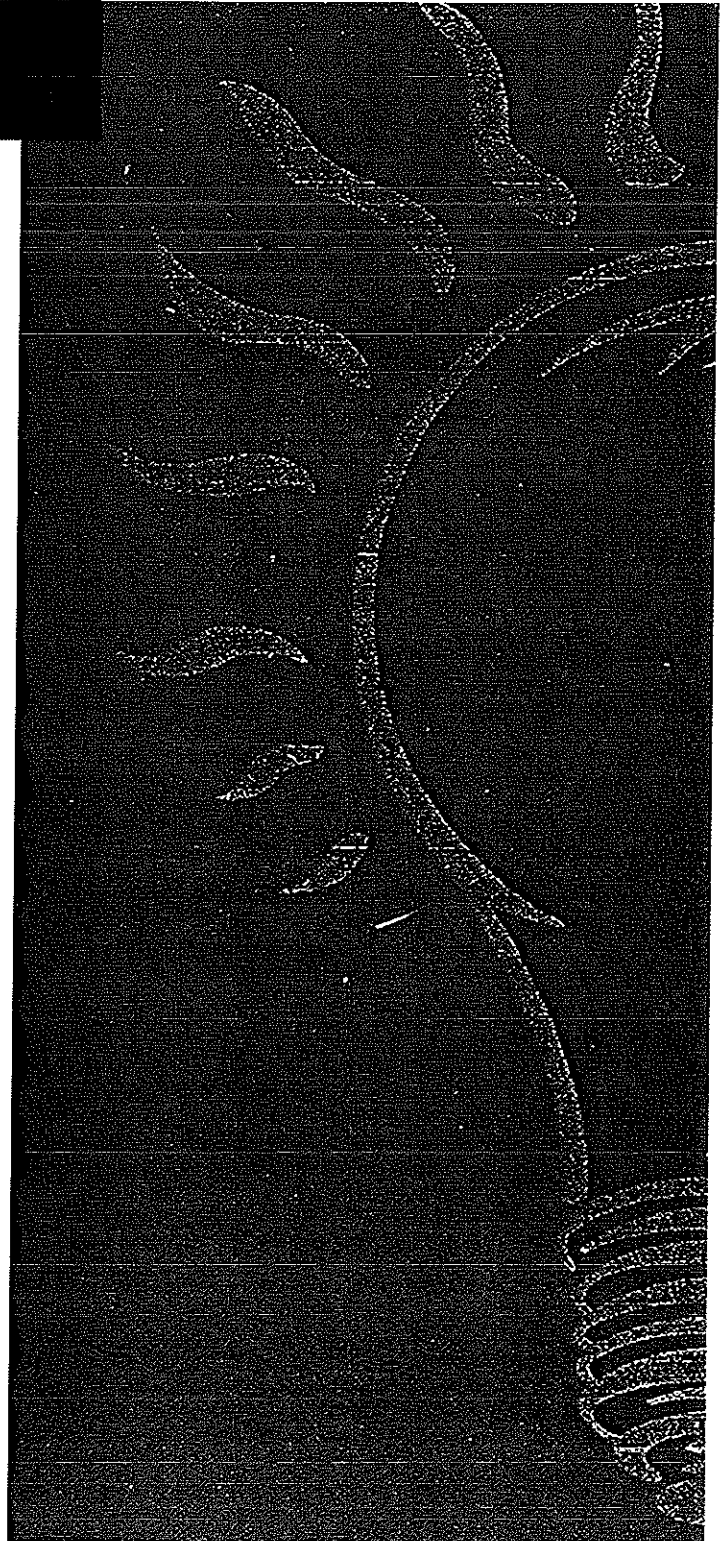
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Expect Creative Energy Solutions From EnergyOne



ENERGYONESM

Put Our
Proven Experience
To Work For You



Today, you have more **energy choices** than ever, and you can select from a growing number of providers. Among these providers, you have more **service options** and flexibility than ever before.

With so many choices, deciding may seem even more difficult. After all, each and every decision you make impacts many lives. So selecting the **right energy provider** is essential.

EnergyOneSM is a **powerful portfolio** of high-quality energy products and services from UtiliCorp United, a \$3 billion company that has been in the energy business since 1917. We have facilities in 17 states and provide energy services to electric and gas customers in 45 states, Canada, Australia, Jamaica, the United Kingdom and New Zealand. And 1.7 million customers rely on our **unmatched service**



and reliability. More than 1,100 communities trust EnergyOne for **reliable, cost-effective** electricity and natural gas.

We have the capacity, creativity and **expertise** to meet your changing energy needs.

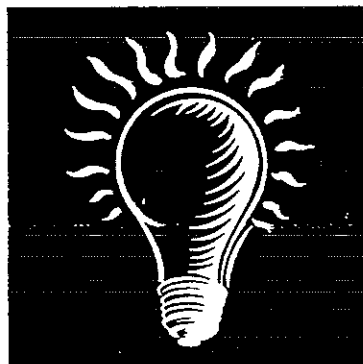
After all, we have more than **1,778 megawatts** of electrical generating capacity, nearly 3,000 miles of electrical transmission lines, more than 5,000 miles of natural gas gathering and transmission pipelines, and 20,000 miles of distribution service piping.

When you make EnergyOne part of your **team**, you are selecting the most reliable, flexible and innovative **energy partner** in the industry.

Get Low-Cost Energy And Creative Solutions From A Single Source

Choose EnergyOne,SM and you'll receive our pledge
to be your low-cost energy provider. Even more
important, you'll have our commitment to supply
creative solutions to help you make better use of
your energy. Throughout the process, you'll find
our highest value lies in our service.

With EnergyOne, you can
take advantage of short- and
long-term agreements that are
completely flexible. You can
choose from unbundled or
complete turnkey solutions,
and you can put our nearly
80 years of experience and
innovation to work for your
customers. As a result, you
can give the customers you
serve access to our powerful
portfolio of services.



These services include energy management, power plant development and other innovative solutions to help you make the best use of the energy we provide.

In addition, EnergyOne provides value-added services, such as dispatching/load following, spinning reserves, power quality, uninterrupted power supply, fuel purchasing, and installation and servicing

for backup generators/batteries, to help ensure that you will always have high-quality, consistent energy. You'll get technical assistance, operational assistance, usage and forecasting services that increase safety and minimize outages – all backed by a full-service energy provider with a proven history of reliability.



Choose The Value Leader— Choose EnergyOneSM

You should expect more than just energy from your energy provider. You should demand solutions, the kinds of creative energy applications EnergyOne provides.

Right now, you have more opportunities to get the kind of service you deserve. That's why we encourage you to examine every option to ensure that you secure the best deal possible. We're confident that after this search you will discover that no other energy provider offers more reliability, expertise or value than EnergyOne.

With EnergyOne, you're getting more than a full-service energy provider. You're getting a long-term partner who will help you meet your long-term energy challenges. More than ever, the choice is yours.

Choose EnergyOne.

For more information, call your EnergyOne representative or **1-800-E1-EXPT**.

Discover The One Source For All Your Energy Needs

From low-cost electricity and natural gas to state-of-the-art forecasting and technical assistance, EnergyOne is the one source for all your energy needs. Call **1-800-E1-EXPRT** or contact an EnergyOne representative to put the power of EnergyOne to work for you.

ENERGYONESM

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Pumped Up About Hot SpotSM

UtiliCorp United has been providing dependable electric service to Calmar, Inc., for 32 years. But, it's a more recent service UtiliCorp has provided the Lee's Summit, Missouri, company that's really caused genuine excitement.

Calmar, a manufacturer and supplier of quality non-aerosol pumps and dispensers to national companies like S. C. Johnson and Beecham, has been putting EnergyOne Hot Spot Service to

cost-effective use for the past three years.

"It's predictive maintenance," explains Calmar Plant Engineer Bill Whitlow, "because it has the ability to predict electrical problems before they happen."

Hot Spot Service uses infrared technology to detect high-temperature areas that could indicate potential problems in electrical connections. From the utility pole all the way to plant machinery, Hot Spot can detect overheated switch gears, bus connections, mechanical processes, and electrical fuses and panels.

"Our downtime costs us thousands of dollars an hour," says Bill. "No telling what this service has saved us, but it's significant."

So significant, in fact, that Calmar's two other U.S. plants use a service similar to Hot Spot. Little wonder this supplier of pumps for products like toothpaste, hand lotion and household cleaners is so pumped about it.

"Hot Spot is like a very good insurance policy," Bill Whitlow states. "It's one of the best preventive maintenance tools we have."

On-Site Energy (continued from page 1)

An excellent alternative would be steam turbine generators, which achieve the same function as the valves, but simultaneously generate electricity, too.

The best applications for on-site power include cogeneration, standby and peak shaving facilities.

Companies employing this type of power generation have enjoyed payback on their investment in a period of two years or less.

Is an on-site plant the right solution for you? The first step would be a feasibility study reviewing your particular requirements for power and thermal needs, environmental and noise constraints, plus local utility parallel generation costs and guidelines. Your EnergyOne team can perform the study, or take your results and offer alternatives to traditional energy sources, providing individual professional services, or a complete turnkey solution. Individual services range from analysis to construction to plant operation and maintenance.

With deregulation, there are now more choices than ever for putting energy to more cost-effective use. And one choice definitely worth looking into is building your very own on-site power plant.

**For more information,
call your EnergyOne
representative or
1-800-E1-XPRT.**

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UtiliCorp Comes Out On Top "Down Under"

Innovative financing and the EnergyOne brand help UtiliCorp make a major acquisition in Australia.

The competition was stiff. And it came from all over the world. Major international utilities with major clout. But, when the smoke cleared, a smaller midwestern U.S. utility walked away with the business. Led by UtiliCorp United, a corporate group called the Power Partnership was selected over more than 20 competing bidders to acquire and manage United Energy in Melbourne, Australia – the first such electric company to be sold in the state of Victoria's privatization program.

United Energy, which serves the southeast portion of metropolitan Melbourne, is a major player in Victoria. The company delivers electricity to a region holding more than 25 percent of Victoria's total population – 520,000 customers in all.

The Power Partnership, a three-company consortium, has two Australian partners. AMP Investments, based in Sydney, is the largest pension fund manager in Australia. And State Superannuation Investment and Management Corporation, also

in Sydney, is the country's largest occupational funds manager.

Together with UtiliCorp, the group put together an innovative financing plan, primarily in Australian dollars to hedge against exchange-rate fluctuations. Then, instead of focusing on cutting costs at United Energy, the Power Partnership proposed a plan to increase revenues by marketing energy-related products under the EnergyOne brand. UtiliCorp's strong association with its two Australian partners was also a big key.

Led by UtiliCorp United, a corporate group called the Power Partnership was selected over more than 20 international utilities.

In the end, this combination of forward-thinking and strategic alliances won out over other groups led by much larger utilities, including Electricite de France and Pacific Gas and Electric.

The acquisition of United Energy was the first of its kind in Australia and the start of Victoria's aggressive privatization program to lower

costs, reduce public debt and offer customers a choice, while maintaining a secure supply of electricity. It's a program that will give every single customer in Victoria the opportunity to choose their electric supplier by the year 2000.

As manager and 49.9 percent owner of the first private utility in the country, UtiliCorp hopes to gain insight and hands-on learning as Australia continues to privatize, making it a potential stepping stone to new markets in the U.S. and abroad. The deal also expands UtiliCorp's international presence, which includes Canada, Great Britain, New Zealand and Jamaica.

"This is a major extension of our presence in that region," said UtiliCorp Chairman and President Richard Green. "Working with United Energy and the Power Partnership, we look forward to applying all our experience gained from operating in other countries and in various stages of deregulation and privatization."



Q: What causes power quality problems?

A: Power quality problems can be brought on by natural causes – lightning, wind, ice and animals; utility causes – brownouts, outages, switching or equipment failure; internal causes – improper wiring and grounding, load swings, or disturbance to

generating equipment; and external causes – one customer causing problems on the utility system which affects a neighboring customer.

Q: What equipment is affected by power quality problems, and what are the warning signs?

A: Electronic equipment is the most affected because of higher sensitivity operating at low voltages (5 to 12 volts), making it more susceptible to noise and damage by voltage variations. Signs of power quality-related problems include equipment shutting down, computing errors, loss of data, process

Desiccant Dehumidification Is A More Cost-Effective Way To Keep Cool

Lowering your air conditioning bills can now be accomplished with the installation of a very innovative wheel.

Commercial space cooling is a major financial load for companies whose buildings are highly dependent on air conditioning, such as supermarkets, hotels and medical facilities.

The problem is with conventional air conditioning systems. They're designed to remove humidity from building air, so they "super cool" well below a comfortable temperature. Then, after moisture is condensed out, the dryer air is reheated to suit occupant comfort. As a matter of fact, much of the cooling capacity in the U.S. is inefficiently used for dehumidification.

Desiccant dehumidification systems cut the moisture content of air in half.

One excellent solution is a technology called "desiccant dehumidification." The system — based on the properties of solid and liquid materials with a high affinity for water vapor, called desiccants — cuts the moisture content of outside air in half by letting the air pass through a rotating desiccant-laden

wheel. When the wheel becomes saturated, the most saturated portion is driven off to the outside by natural gas-heated air, reactivating the desiccant. The remaining air in the system is then cooled to suit the occupant's comfort before being distributed in the building.

A field test showed a 35 percent reduction of electrical energy requirements.

That means the air is only cooled for comfort and not for dehumidification, greatly improving efficiency. In two supermarket field tests, for example, results showed a 35 percent reduction of electrical energy requirements. In a supermarket application, annual savings can range from \$6,800 to

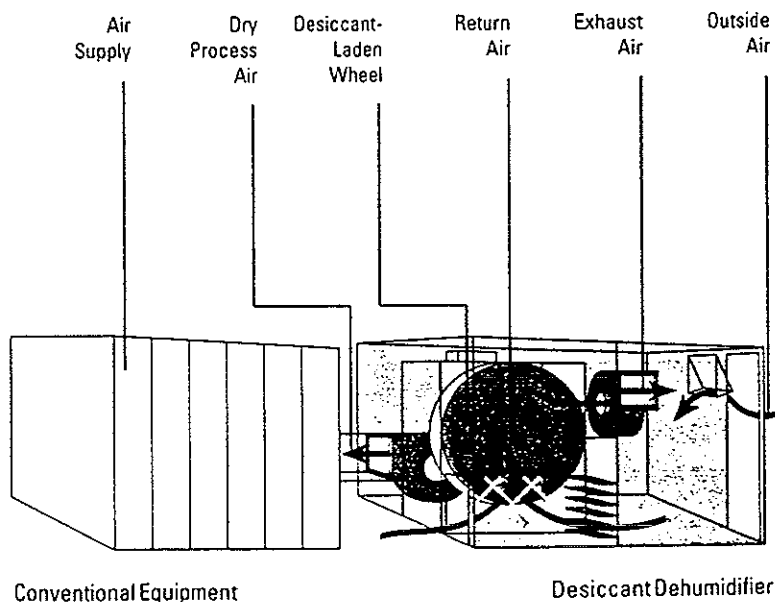
\$25,000, depending on building size, climate and utility rates.

Presently, new technologies are being developed by the Gas Research Institute (GRI) to reduce the size and cost of the system. A residential desiccant dehumidifier is also in the works.

Even with the present system, desiccant dehumidification can definitely lower your energy and maintenance costs.



Desiccant Dehumidification



control problems and overheating of wiring and equipment.

Q: Can power quality problems be resolved easily?

A: While solutions vary, problems can often be resolved through wiring and grounding practices,

or with easily installed equipment. Other problems, however, are more complex and expensive to solve.

EnergyOne Power Quality Solutions can solve any power quality problem. For more information, call your EnergyOne representative.

ENERGYONE NEWS

A NEWSLETTER FOR COMMERCIAL AND INDUSTRIAL ENERGY USERS / VOLUME ONE NUMBER TWO / FALL 1995

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explainedPage 2

Improving building-
space conditioning
with desiccant
dehumidificationPage 3

Expensive downtime
prevented with Hot SpotSM
ServicePage 4

On-Site Energy Generation Is Worth Considering

This idea may have never crossed your mind. But, if you have a large, energy-intensive business, it's an idea worth your consideration: constructing your own on-site power plant.

With competition the way it is today, you need every edge, including optimizing your operating costs. If energy bills are a significant part of those costs, having your very own power generation facility could be an excellent solution — especially if you use electricity or thermal energy around the clock, seven days a week.

One solution to controlling energy costs is building your own power plant.

At first blush, building a power plant would seem to be an ominous and costly task. But, organizations that have done it see the benefits almost immediately. One university, for example, claims it saves \$372,000 annually with its own

4.0 MW combined cycle combustion turbine plant. And a large industrial manufacturer is replacing two boilers with a 1600 kW heat-recovery facility to take care of its heating requirements, plus provide a reliable source for all the company's site electricity needs.

Organizations that have built their own power plants see the benefits almost immediately.

But what, exactly, are your options? At UtiliCorp United, we believe the best applications for on-site power include cogeneration, standby and peak shaving facilities.

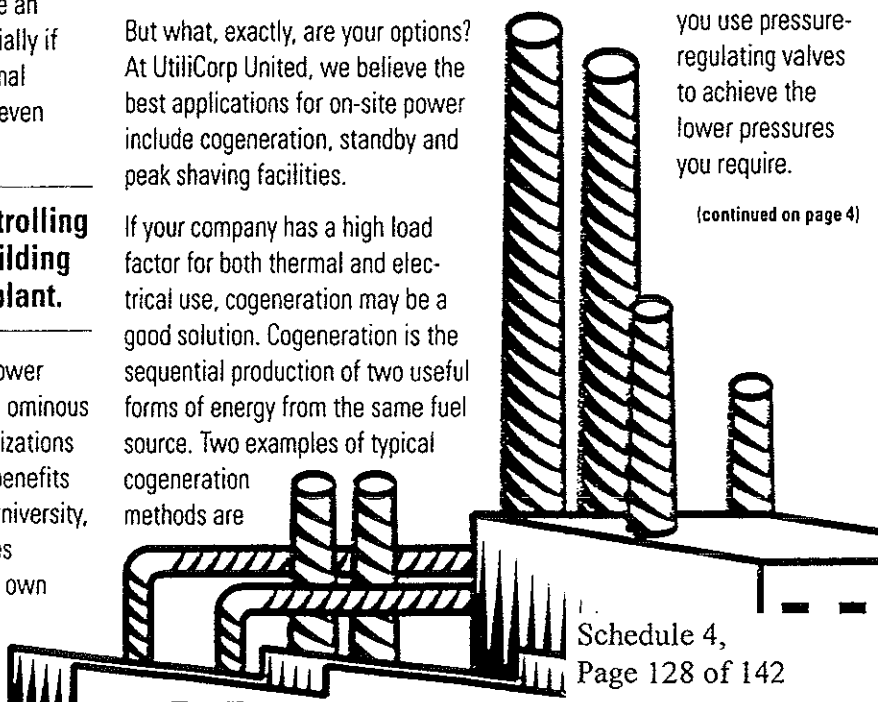
If your company has a high load factor for both thermal and electrical use, cogeneration may be a good solution. Cogeneration is the sequential production of two useful forms of energy from the same fuel source. Two examples of typical cogeneration methods are

combustion turbines and reciprocating engines, both of which use natural gas as the primary fuel.

Standby or peak shaving units, on the other hand, are a good idea in cases where energy reliability is critical, such as a database facility or a hospital. In this case a natural gas or diesel fuel reciprocating engine would be the best choice.

Perhaps you have a manufacturing facility requiring steam throughout its process, and you use pressure-regulating valves to achieve the lower pressures you require.

(continued on page 4)



Get More From Your Existing Steam System

ENERGYONESM

DESCRIPTION

Make the most of your energy assets.

- ▼ Most facilities that use saturated or superheated steam for processes reduce the steam pressure through a regulator to lower it to a usable pressure. This may provide an opportunity as a **potential power generator**.

Steam Turbine Generation, offered by EnergyOne, reduces steam pressure by using the steam to power a turbine. In turn, the turbine generates electricity or produces work to drive a process end use, such as a pump, blower or compressor. EnergyOne offers **complete Steam Turbine Generation** – from design and construction to installation and start-up – installed in parallel with your existing pressure-reducing stations.

BENEFITS

Turn steam into an alternate source of power.

- ▼ Steam Turbine Generation from EnergyOne allows you to use your existing assets to their fullest capacity. By reducing steam pressure through a turbine, you can turn that steam into an alternate source of electricity. Just as important, you'll **lower your energy expenses** by reducing your demand for utility-supplied power. In addition, if your steam use is seasonally cyclic and offset by electrical use (such as with low summer steam peak and high electrical peak), we can install a condensing steam turbine that can level both your steam and electric loads.

EnergyOne provides individual services or a **complete, turnkey solution** tailored to your specific requirements. Services include analysis/consulting; preliminary design; design; construction; financing; leasing; project management; construction management; maintenance; operation; regulated utility negotiations; equipment procurement; permitting/licensing; and fuel procurement. When you rely on EnergyOne for Steam Turbine Generation, you have the freedom to concentrate on your core business.

Steam Turbine Generation is just one of the ways our energy experts can help you get the most out of your energy.

APPLICATION

**Steam production
was wasting
energy.**

**EnergyOne
solutions provided
significant savings.**

- ▼ A fertilizer manufacturer in Omaha, Neb., produces saturated steam from its process at four pressure levels. The steam was either reinjected back into the process or condensed. Numerous pressure regulated stations "let down" the steam to a usable process pressure. Approximately 25 percent of the total steam produced was condensed, **wasting valuable energy.**
- ▼ EnergyOne proposed a **full energy analysis** and implementation plan. The plan included waste heat boiler upgrades, installation of a 500 kilowatt condensing steam turbine generator, steam balance generation and sub metering recommendations. Installation of the steam turbine generator is projected to **save more than \$170,000 annually** in electric costs, utilizing energy that otherwise was wasted. The fertilizer manufacturer would see a 1.5-year payback.

For more information, call
your EnergyOne representative or
800-E1-EXPT (800-313-9778).

ENERGYONESM

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Schedule 4,
Page 130 of 142

Detect Equipment Problems Before They Happen

ENERGYONESM

DESCRIPTION

Get the industry's most comprehensive infrared diagnostic service.

- ▼ Allowing potential equipment problems to go undetected and uncorrected can disrupt your productivity and lead to potentially dangerous situations for your employees.

Hot Spot Service uses the same **infrared diagnostic technology** utilities have used for years in their own facilities. Hot Spot detects high-temperature areas in substations, transformers, main panels, electric switches and disconnects – conditions that may indicate the potential for an equipment breakdown in your facility.

Hot Spot provides a **thorough, easy-to-read report** showing you the exact location of problem areas, which ones should be corrected immediately and recommended solutions. We even can make the repairs for you.

BENEFITS

Save money by reducing breakdowns.

- ▼ Hot Spot infrared scanning is a quick, reliable way to alert you of possible future problems due to high temperatures and overloading situations. Hot Spot inspections performed by our certified technicians provide savings by **preventing equipment failures** and unexpected power outages before they disrupt your operations. In addition, some insurance companies require this type of diagnostic service to qualify for coverage.

We compile a **complete, detailed report** that includes both a thermal image and photograph, as well as the location of each piece of equipment that we inspect. We also provide recommendations for repairs to your equipment, prioritizing them to indicate which ones need to be made immediately and which can be made at a later time.

And with the **complete EnergyOne portfolio** of services, our energy experts can complete the repairs recommended in the report and perform regular maintenance at your facility.

APPLICATION

**This plant
suffered
frequent
equipment
breakdowns.**

- ▼ A meat processing plant had been plagued by frequent equipment breakdowns that interrupted its processing lines and hurt productivity and profits.

The company asked EnergyOne to perform a Hot Spot inspection of the facility to **locate high-temperature areas** that posed potential safety and productivity hazards.

**Hot Spot
significantly
reduced
downtime.**

- ▼ A **certified EnergyOne technician** conducted a thorough inspection of the facility, discovering 19 potential problem areas, including 10 that required immediate attention to avoid equipment breakdowns.

With just a few hours of **preventive maintenance**, EnergyOne saved the plant an estimated 61 hours of downtime and \$11,000 in replacement equipment costs. The overheated motors, pumps, breakers, grinders, boilers and other electrical problems found during the Hot Spot survey would have cost tens of thousands of dollars in lost productivity if they had failed during a production run.

We also provided the company with a regular maintenance plan that has since **reduced downtime by 38 percent**, increasing productivity and saving the company more than \$18,000 in equipment repair and maintenance.

For more information, call
your EnergyOne representative or
800-E1-EXPERT (800-313-9778).

ENERGYONESM

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Ensure Reliable Power

ENERGYONESM

DESCRIPTION

Prevent or eliminate sources of equipment operating problems.

- ▼ Businesses like yours rely more and more on sophisticated electronic equipment. However, many of these electronic devices are sensitive to disturbances in power or interference from other equipment. Even momentary power losses can lead to costly losses in **productivity**.

Perfect Power Services provides complete, single-source integrated solutions to your power quality concerns, so you can concentrate on operating your business. EnergyOne's power quality team uses **state-of-the-art technology** to perform site evaluations, monitor feasibility analysis and provide recommendations. Then we can implement solutions by providing design, equipment installation and even financing to help your business run at maximum efficiency.

Perfect Power Services help EnergyOne customers solve immediate problems and ensure **higher quality power** in the future.

BENEFITS

Increase your profits and reduce downtime.

- ▼ EnergyOne Perfect Power Services experts analyze the quality of your facility's electrical supply and determine the type of disturbances affecting the equipment in your facility. They also ascertain the susceptibility of your equipment to disturbances.

We provide a **complete, detailed report**, including overview, problem descriptions, data collected, recommended solutions and a cost/benefit analysis of those solutions. Recommended solutions could be for your utility system, facility distribution system or a combination of both.

Perfect Power Services helps you provide **steady, consistent power** in your facility and provide backup power supplies for equipment affected by outages. They can provide power that makes your equipment run more efficiently, last longer, reduce downtime and increase productivity. As a result, your company's profitability is increased.

POTENTIAL PROBLEMS

Prepare for a variety of problems.

- ▼ Low-quality power is one of the primary causes of equipment failures and breakdowns. Power outages, spikes, surges, brownouts and blackouts caused both by man and nature can create downtime and permanently damage the equipment you rely on every day. Applying the right solution is critical to preventing future problems. Here are some potential problems and causes:

PROBLEM	CAUSE
Voltage surges and spikes	Lightning Equipment switching Improper wiring and grounding Operations on the utility system
High or low voltage	Changing load on the system Equipment set up improperly Improper wiring and grounding
Outages	Operations on the utility system Protective equipment in the facility
Harmonics	Presence of non-linear loads Adjustable speed drive Electronic power supplies
Electrical noise	Improper wiring and grounding Equipment incompatibilities

Perfect Power Services from EnergyOne provide integrated **solutions** to all these potential problems. These solutions help you improve both productivity and safety for your business.

For more information, call
your EnergyOne representative or
800-E1-EXPRT (800-313-9778).

ENERGYONESM

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Page 134 of 142

Look To A Single Source For Central Heating Solutions

ENERGYONESM

DESCRIPTION

**Enjoy the
benefits of an
efficient heating
system.**

- ▼ Whether you need to heat one building or an entire complex, it's critical that your central heating system runs with **optimum efficiency**. Over time, your existing system will need to be upgraded or, in some cases, replaced entirely. EnergyOne experts can help.
- ▼ EnergyOne provides complete, turnkey Central Heating Systems solutions to meet your energy requirements. Whether you need to upgrade your steam distribution or install a complete system, our **energy experts** can custom-tailor a solution to meet your specific needs. Our Central Heating Systems packages include: engineering analysis, design, leasing and financing, permitting and licensing, equipment specification and procurement, construction and construction management, installation, and operations and maintenance. And if you don't need all of these services, you can simply choose the ones you need to meet your requirements.

BENEFITS

**Work with the
full-service
experts.**

- ▼ Replacing an entire central heating system is a major undertaking. That's why it's essential to work with a company that not only offers **complete solutions**, but backs those solutions with the proven expertise of its people.

EnergyOne provides individual services or a **complete, turnkey solution** tailored to your specific requirements. Services include analysis/consulting; preliminary design; design; construction; financing; leasing; project management; construction management; maintenance; operation; regulated utility negotiations; equipment procurement; permitting/licensing; and fuel procurement. When you rely on EnergyOne for Central Heating System solutions, you have the freedom to concentrate on your core business.

In addition, you benefit by having the finest technical energy experts developing your system, as well as exceptional project management during construction and installation.

REPRESENTATIVE APPLICATION

An aging heating system needs replacement.

- ▼ Many businesses and institutions are faced with the need to replace aging central heating systems. Older systems often have severe inefficiencies from leaks, malfunctioning steam traps, damaged insulation and corroded piping. Coal- or heavy oil-burning boilers may be near the end of their useful life. In addition, they may have pollution emissions in excess of those allowed by current regulations. You can look to EnergyOne for a **single-source solution** to all these problems.

New systems reduce energy and maintenance costs.

- ▼ A team of EnergyOne experts can **respond quickly** to perform a feasibility study to determine your exact requirements and the best solution to meet your needs. Our analysis can include: a review of fuel sources; equipment applications; system types; construction limitations; capital; operating and life cycle costs; permitting requirements; and future growth allowances. Acting as a single-source supplier, EnergyOne can design and build your entire project. In addition to **energy and maintenance costs savings** resulting from a new, modern system, EnergyOne can also save the administrative and coordination headaches associated with large construction projects. We can also explore financing, leasing and ownership options that provide you with the best economic solution.

For more information, call
your EnergyOne representative or
800-E1-EXPRT (800-313-9778).

ENERGYONESM

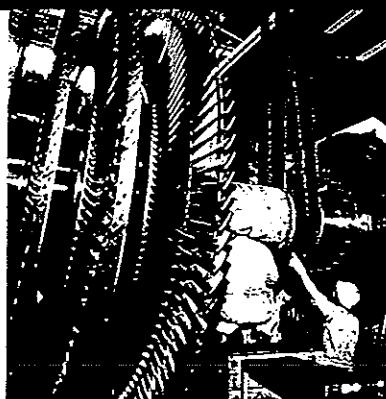
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Special Utility



Services



ENERGYONE™

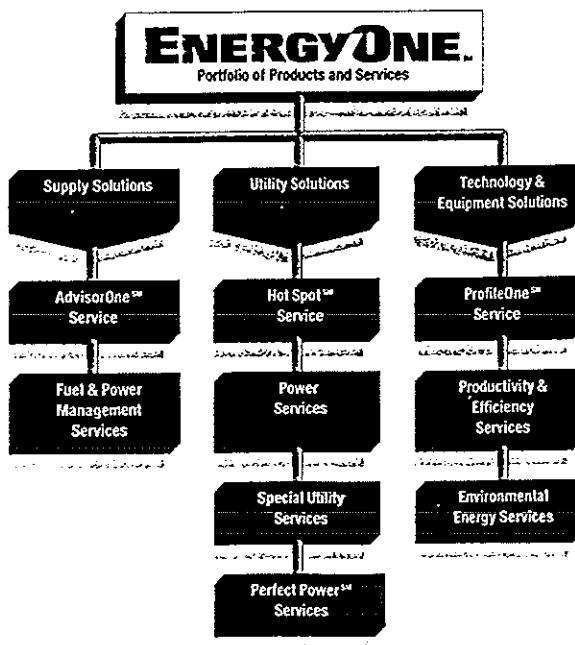
We tailor our special services to meet your company's needs.

EnergyOne **Special Utility Services** provide a variety of products and services that make your facilities safer and more efficient. They allow you to take advantage of our core strengths in the design, building and management of energy systems to develop a service package that meets your specialized needs.

Our services range from maintaining gas distribution, outdoor lighting, high-voltage and generation equipment to designing and building complete utility facilities to meet your individual needs.

You can count on our expertise, convenient locations, state-of-the-art equipment and 24-hour service to help your business run more efficiently and cost-effectively.

To learn more about how EnergyOne Special Utility Services can help your business, call your EnergyOne representative today.



ENERGYONE.

UtiliCorp United
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Kansas City, Missouri 64105

ENERGYONESM

NEWS

A NEWSLETTER FOR COMMERCIAL AND INDUSTRIAL ENERGY USER

INSIDE

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UTILICORP UNITED:

REDEFINING THE ENERGY INDUSTRY

This May UtiliCorp officially launches EnergyOne, a portfolio of natural gas and electric products and services that offer advanced, yet simplified, energy solutions.

With a portfolio that meets customers' unique energy needs through integrated pricing, reliability, technology, supply and financing options, EnergyOne is particularly beneficial to commercial and industrial customers. And, perhaps most importantly, EnergyOne offers a single source for cost-effective energy solutions. EnergyOne is America's newest source of energy ... the only source customers need to meet all their energy requirements.

With the launch of EnergyOne, UtiliCorp is the first national provider of energy products and services. That means it is able to supply and source energy nationwide and use volume purchasing to provide the best energy prices. And because UtiliCorp is not tied to a single energy source or equipment supplier, it can investigate all options and provide unbiased energy solutions.

UtiliCorp helps businesses improve competitiveness by manag-

ing utility costs, applying the latest energy-related technologies and providing contract financing. In addition, UtiliCorp helps its customers conserve energy resources and improve energy reliability.

The EnergyOne portfolio includes:

AdvisorOneSM Service – detailed assessment of energy source and purchasing processes. It pinpoints opportunities to use more efficient supplies and technologies that lower costs and increase reliability.

Fuel and Power Management Services – Provide different levels of customized service solutions that lower energy costs, including tariff packaged, custom, unbundled and on-line.

Hot SpotSM Service – Use infrared technology to detect high temperature areas that may indicate potential problems. These inspections can prevent power outages that threaten the safety of customers and employees or disrupt operations.

Power Services – Equip customers' facilities with natural gas diesel generators that produce electricity and, if needed, hot water steam or both.

(see EnergyOne on page

WIDELY USED REFRIGERANT PHASES OUT THIS YEAR

Companies that use air conditioning and refrigerating equipment must plan now for long-term cooling needs. Production of chlorofluorocarbon (CFC) refrigerants will cease at the end of 1995.

Another refrigerant, hydrochlorofluorocarbons (HCFCs) will also be phased out, although over a longer time frame. HCFCs will be used as transitional refrigerants with supplies available for existing equipment. Production caps for HCFCs begin in 1996. Production will be phased out by 2030. Hydrofluorocarbons (HFCs) do not have a phase-out schedule.

These changes affect the vast majority of commercial air conditioning and refrigeration owners, and the EPA warns that the worst action is no action since refrigerant shortages are on the horizon. DuPont projects a 3 million-pound shortage of CFC-11 and a 40 million- to 60 million-pound shortage of CFC-12 by 1996.

Equipment that uses CFCs or HCFCs includes industrial and commercial air conditioning and refrigeration equipment, industrial chillers, residential and commercial refrigeration units, ice machines, industrial process refrigeration and cold storage, refrigerated transports and automotive air conditioners.

Almost all new products use alternative refrigerants, including chlorine-free substances such as ammonia and blends. New compounds must comply with guidelines concerning ozone depletion potential, global warming potential, refrigeration capacity, energy efficiency, flammability, toxicity and material compatibility.

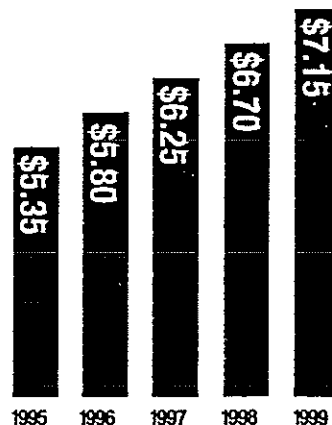
Servicing older equipment will continue well beyond the end of production of the banned substances.

The EPA suggests retrofitting equipment, if possible, as stocks of current refrigerants begin to thin. No "drop-in" refrigerants exist, and alterations will be required for all conversions. The Electric Power Research Institute estimates that retrofit expenses range from 20 percent to 60 percent of the installed cost of a new chiller.

Reclaimed refrigerants may be an interim source until equipment is converted or replaced. Even here, the EPA established numerous regulations on recycling, reclamation and record keeping.

The Clean Air Act of 1990 banned intentional venting of CFCs and HCFCs during servicing, repairing or disposing of equipment. Fines of up to \$25,000 per day may be imposed for each occurrence. A ratcheting excise tax has been laid on CFC refrigerants, in addition to emission fines, to encourage the transition to alternative refrigerants.

(see CFCs on next page)



CFC Excise Tax Per
Pound of Refrigerant

Q & A

Q: What does deregulation mean to the energy industry?

A: Deregulation is the act or process of removing pricing restrictions and stimulating market-driven systems by encouraging open access to capital-intensive monopoly networks. The intent of deregulation is to increase competition, which will improve the bargaining position of the consumer.

The banking, airline, trucking and communications industries have all undergone pricing deregulation. The natural gas industry is about 10 years into the deregulation process, and the electric industry will soon join it.

Deregulation in the natural gas and electric industries is important because it gives utility customers additional energy options, so they can make decisions that improve their company's competitiveness. UtiCorp United is on the leading edge of restructuring the natural gas and electric industries. From that position, and with EnergyOne, UtiCorp's premier portfolio of natural gas and electric products and services, UtiCorp is able to better serve all of its customers. EnergyOne is an enhancement to UtiCorp's commitment to provide uninterrupted energy at the lowest possible cost while meeting the unique needs of each customer.

All of this requires improved products and services for smaller customers and the creation of products of increasing value to volume customers.

UtiCorp will continue to keep its customers informed as deregulation advances. This information can be vital for all consumers, since changes will be coming rapidly. EnergyOne News is just one vehicle UtiCorp will use to keep its customers abreast of the situation.

CFCs (continued)

There is general consensus that using HCFCs as a transition refrigerant will make the CFC phase-out schedule workable. Today's most viable replacement options for air conditioning systems are HCFCs and HFCs.

For companies that have not taken steps to meet demands once refrig-

erants such as CFCs and HCFCs become scarce, the EPA recommends: designating a facility refrigerant manager; taking inventory of air conditioning and refrigeration equipment and supplies; drawing up a plan to conserve existing refrigerant stocks and to begin retrofitting or replacing equipment to use sub-

stitute refrigerants.

To aid companies facing problems because of the mandated refrigerant changes, UtiliCorp offers services including the design, construction and financing of chiller replacements.

EMERGING TECHNOLOGIES:

"WRITTEN-POLE" MOTORS

A significant advancement in electrical motor technology opens a market dominated by internal-combustion engines. "Written-pole" motors developed by the Electric Power Research Institute and Precise Power Corporation give electrical customers a cost-effective alternative.

In written-pole machines, "permanent" magnet poles are continuous and instantaneously written on magnetic layer in the rotor by an exciter pole in the stator. The magnetic poles are written to a different spot on the rotor during each revolution whenever the rotor speed changes, keeping the pole pattern a constant poles per second. A squirrel cage winding in the motor adds induction torque to aid starting.

Written-pole motors provide the operating advantages of conventional synchronous machines without the drawbacks. Noted for its simple, cost-effective design, the new motor offers a smooth start and operates over a wide voltage range. Three phase designs are available in sizes, and single-phase motors are up to 60 horsepower. The design received the R&D 100 award as one of the most significant "new technology" products of 1994.

Power quality can be improved in several applications by use of written-pole technology. As a motor-generator set, the machine can provide continuous power conditioning, as well as excellent power isolation between the electrical distribution system and load. The motors can ride through blackouts exceeding 15 seconds at full load while delivering precise frequency and regulated voltage.

The newly designed motors are 25 percent more efficient than conventional motors and offer power levels three to four times larger than those previously available for single-phase AC lines.

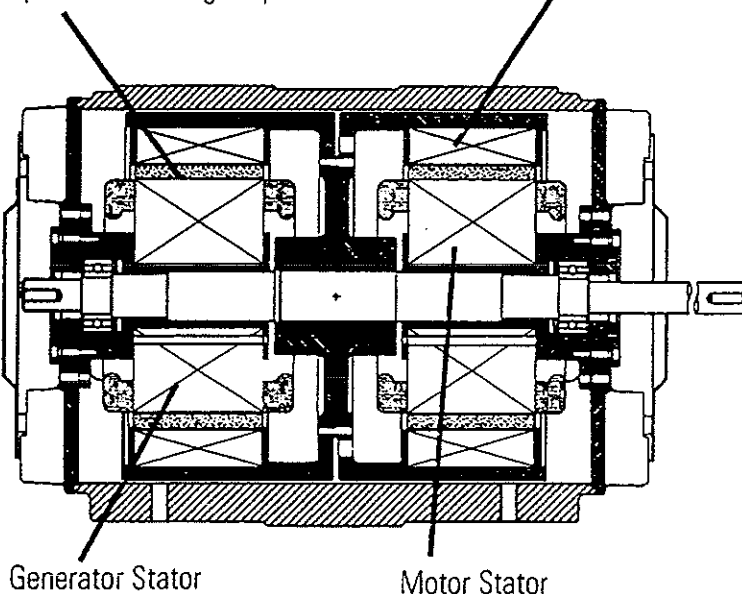
Applications such as irrigation, flood-control pumps, sewage, oil-field operations and blower systems for crop dryers, conveyors and livestock ventilation can now be handled with written-pole motors.

Rural applications often have access only to single-phase electrical service. Single-phase conventional motors are restricted in size because of the high current and related voltage sag that occurs during start-up. Written-pole motors require very low start-up current and achieve and maintain synchronous speed more easily. They also develop a large "synchronous" torque at much lower speeds, allowing operation with large inertial loads.

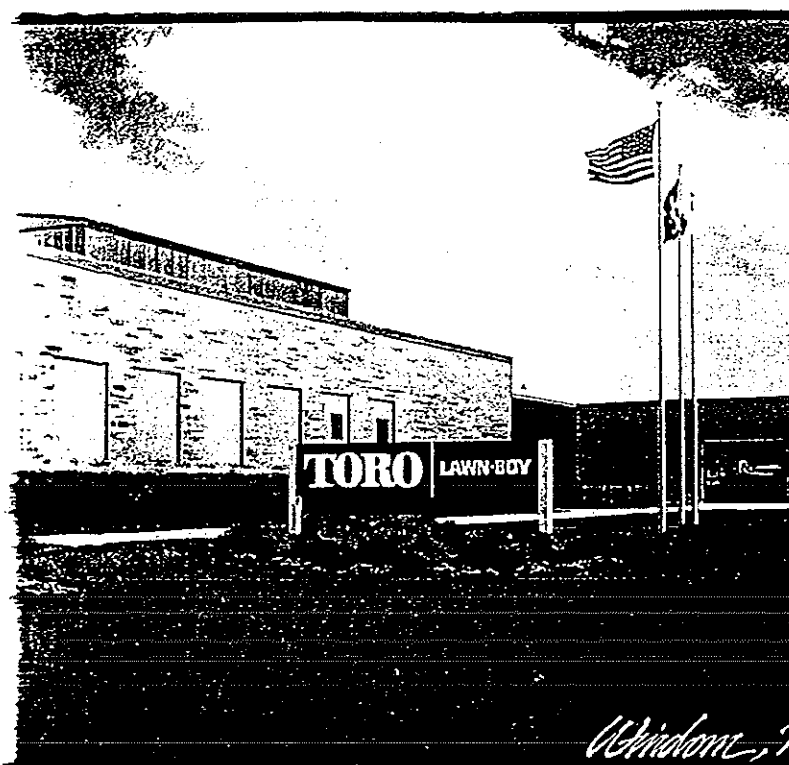
The Roesel Motor-Generator™

Ferrite magnetic layer where exciter writes "permanent" magnet poles

High-Inertia External Rotor



TORO COMPANY, INC.



The Toro Company, Inc., has a 40-year association with UtiliCorp United as its utility. While deregulation changes the working relationship with the Winond, Minnesota, plant, the trust between Toro and UtiliCorp developed through long-term cooperation remains.

"There have been a lot of changes in the past three or four years, with deregulation," said Tim Hiley, Manufacturing Services Manager for Toro. "Now we're a transportation customer instead of a tariff sales customer. The people from UtiliCorp have done a good job of explaining that to us."

Hiley said UtiliCorp explained that Toro could now buy its own gas. "But with the programs UtiliCorp has available, it makes us feel we don't have to do that," he said.

One of those programs – Price Guard – recently allowed Toro to lock in low natural gas prices. It is one of the advances UtiliCorp, through its EnergyOne portfolio of products and services, is bringing to the energy industry.

"We put a lot of faith in what the UtiliCorp people recommend," Hiley said. "It's very important to us to have that trust."

Employees at the Toro manufacturing facility in southwest Minnesota manufacture, assemble and test several models of snow blowers and lawn equipment before shipment to dealers.

EnergyOne (continued)

Special Utility Services – Provide a variety of products and services that make facilities safer and more efficient. These services allow customers to take advantage of UtiliCorp's core strengths in the building and management of energy systems to develop a service package that meets specialized needs.

Perfect Powersm Services – Improve power quality, reliability and voltage regulation by making the best use of equipment options and customized system design solutions.

ProfileOnesm Service – Prepares a detailed analysis of gas, electricity, steam and water usage. This analysis

can improve power quality by eliminating sags, surges, spikes and blackouts. UtiliCorp's exclusive software provides real-time measurement and prepares a comprehensive report detailing energy costs.

Productivity and Efficiency Services – Help streamline operations, lower energy costs and increase the reliability and quality of energy through the utilization of the most current energy equipment.

Environmental Energy Services – Contribute solutions to environmental challenges such as waste disposal and water/waste water treatment.

If you have any questions regarding the information contained in this newsletter, please contact your UtiliCorp representative or call 1-800-828-2141.

ENERGYONE ON THE INTERNET

UtiliCorp has established two Internet addresses to deliver information concerning EnergyOne products and services and answer questions on all aspects of energy.

By logging in at "<http://www.utilicorp.com>" or "<http://www.energy1.com>" Internet users receive the EnergyOne home page, which provides a description of EnergyOne products and services.

There is also a series of hyper-text option words which appear in blue. By clicking on these words, the Internet switches the user to more in-depth information relating to the selected item. Options always available include news releases and financial information about UtiliCorp, but many other key words will be on the home page.

One very appealing aspect of the Internet is that it is a two-way medium, allowing for on-going discussion of energy issues and problems. UtiliCorp has teamed with Power Quality Assurance magazine, and both groups of energy experts plan to establish the "PQ-Net," the premier on-line forum for energy issues.

Users may leave questions for the energy experts at UtiliCorp. In addition, other Internet users will be able to add potential solutions to energy problems. Various articles from Power Quality Assurance magazine will be available for even more energy information.

While all information on the EnergyOne home page is continuously updated, the give and take of the "PQ-Net" will change with each user's comments and questions. This will be a popular stop on the information superhighway.

Internet users can retrieve the EnergyOne home page through the addresses:

<http://www.utilicorp.com> or <http://www.energy1.com>.

SCHEDULE 5

**DEEMED TO BE
HIGHLY CONFIDENTIAL
IN ITS ENTIRETY**